

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

<http://kp.org/feds>

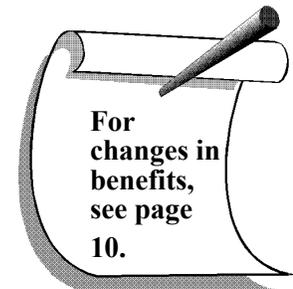


KAISER PERMANENTE

2010

A Health Maintenance Organization (High and Standard Options)

Serving: *Metropolitan Washington, DC Area and Metropolitan Baltimore, Maryland Area*



Enrollment in this Plan is limited. You must live or work in our geographic service area to enroll. See page 7 for requirements.



This Plan has excellent accreditation from the NCQA. See the 2010 Guide for more information on accreditation.

Enrollment codes for this Plan:

- E31 High Option Self Only
- E32 High Option Self and Family
- E34 Standard Option Self Only
- E35 Standard Option Self and Family

Authorized for distribution by the:



**United States
Office of Personnel Management**
Center for
Retirement and Insurance Services
<http://www.opm.gov/insure>

RI 73-047

**Important Notice from Kaiser Foundation Health Plan of the Mid-Atlantic States
About Our Prescription Drug Coverage and Medicare**

OPM has determined that Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.'s prescription drug coverage is, on average, expected to pay out as much as the standard Medicare prescription drug coverage will pay for all plan participants and is considered Creditable Coverage. Thus you do not need to enroll in Medicare Part D and pay extra for prescription drug benefit coverage. If you decide to enroll in Medicare Part D later, you will not have to pay a penalty for late enrollment as long as you keep your FEHB coverage.

However, if you choose to enroll in Medicare Part D, you can keep your FEHB coverage and your FEHB plan will coordinate benefits with Medicare, but you still need to follow the rules in this brochure for us to cover your prescriptions. We will only cover your prescription if it is written by a Plan provider and obtained at a Plan pharmacy, affiliated network pharmacy, or through our Plan mail service delivery program, except in an emergency or urgent care situation.

Remember: If you are an annuitant and you cancel your FEHB coverage, you may not re-enroll in the FEHB Program.

Please be advised

If you lose or drop your FEHB coverage and go 63 days or longer without prescription drug coverage that's at least as good as Medicare's prescription drug coverage, your monthly premium will go up at least 1% per month for every month that you did not have that coverage. For example, if you go 19 months without Medicare Part D prescription drug coverage, your premium will always be at least 19 percent higher than what many other people pay. You'll have to pay this higher premium as long as you have Medicare prescription drug coverage. In addition, you may have to wait until the next Annual Coordinated Election Period (November 15th through December 31st) to enroll in Medicare Part D.

Medicare's Low Income Benefits

For people with limited income and resources, extra help paying for a Medicare prescription drug plan is available. Information regarding this program is available through the Social Security Administration (SSA) online at www.socialsecurity.gov, or call the SSA at 1-800-772-1213 (TTY 1-800-325-0778).

You can get more information about Medicare prescription drug plans and the coverage offered in your area from these places:

- Visit www.medicare.gov for personalized help,
- Call **1-800-MEDICARE (1-800-633-4227) (TTY 1-877-486-2048)**.

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Introduction

This brochure describes the benefits of Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., under our contract (CS 1763) with the United States Office of Personnel Management, as authorized by the Federal Employees Health Benefits law. The address for Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.'s administrative office is:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
2101 East Jefferson Street
Rockville, Maryland 20852

This brochure is the official statement of benefits. No oral statement can modify or otherwise affect the benefits, limitations, and exclusions of this brochure. It is your responsibility to be informed about your health benefits.

If you are enrolled in this Plan, you are entitled to the benefits described in this brochure. If you are enrolled in Self and Family coverage, each eligible family member is also entitled to these benefits. You do not have a right to benefits that were available before January 1, 2010, unless those benefits are also shown in this brochure.

OPM negotiates benefits and rates with each plan annually. Benefit changes are effective January 1, 2010, and changes are summarized on page 10. Rates are shown at the end of this brochure.

Plain Language

All FEHB brochures are written in plain language to make them responsive, accessible, and understandable to the public. For instance,

- Except for necessary technical terms, we use common words. For instance, “you” means the enrollee or family member, “we” or “Plan” means Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
- We limit acronyms to ones you know. FEHB is the Federal Employees Health Benefits Program. OPM is the United States Office of Personnel Management. If we use others, we tell you what they mean first.
- Our brochure and other FEHB plans’ brochures have the same format and similar descriptions to help you compare plans.

If you have comments or suggestions about how to improve the structure of this brochure, let OPM know. Visit OPM’s “Rate Us” feedback area at www.opm.gov/insure or e-mail OPM at fehbwebcomments@opm.gov. You may also write to OPM at the U.S. Office of Personnel Management, Insurance Services Programs, Program Planning & Evaluation Group, 1900 E Street, NW, Washington, DC 20415-3650.

Stop Health Care Fraud!

Fraud increases the cost of health care for everyone and increases your Federal Employees Health Benefits Program premium.

OPM’s Office of the Inspector General investigates all allegations of fraud, waste, and abuse in the FEHB Program regardless of the agency that employs you or from which you retired.

Protect Yourself From Fraud – Here are some things that you can do to prevent fraud:

- Do not give your plan identification (ID) number over the telephone or to people you do not know, except for your health care providers, or authorized health benefits plan or OPM representatives.
- Let only the appropriate medical professionals review your medical record or recommend services.
- Avoid using health care providers who say that an item or service is not usually covered, but they know how to bill us to get it paid.
- Carefully review explanations of benefits (EOB) statements that you receive from us.
- Please review your claims history periodically for accuracy to ensure services are not being billed to your accounts that were never rendered.

- Do not ask your doctor to make false entries on certificates, bills or records in order to get us to pay for an item or service.
- If you suspect that a provider has charged you for services you did not receive, billed you twice for the same service, or misrepresented any information, do the following:
 - Call the provider and ask for an explanation. There may be an error.
 - If the provider does not resolve the matter, call us at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380).
 - If we do not resolve the issue:

CALL - THE HEALTH CARE FRAUD HOTLINE

202-418-3300

OR WRITE TO:

**United States Office of Personnel Management
Office of the Inspector General Fraud Hotline
1900 E Street NW Room 6400
Washington, DC 20415-1100**

- Do not maintain as a family member on your policy:
 - Your former spouse after a divorce decree or annulment is final (even if a court order stipulates otherwise); or
 - Your child over age 22 (unless he/she is disabled and incapable of self support).
- If you have any questions about the eligibility of a dependent, check with your personnel office if you are employed, with your retirement office (such as OPM) if you are retired, or with the National Finance Center if you are enrolled under Temporary Continuation of Coverage.
- You can be prosecuted for fraud and your agency may take action against you if you falsify a claim to obtain FEHB benefits or try to obtain services for someone who is not an eligible family member or who is no longer enrolled in the Plan.

Preventing Medical Mistakes

An influential report from the Institute of Medicine estimates that up to 98,000 Americans die every year from medical mistakes in hospitals alone. That's about 3,230 preventable deaths in the FEHB Program a year. While death is the most tragic outcome, medical mistakes cause other problems such as permanent disabilities, extended hospital stays, longer recoveries, and even additional treatments. By asking questions, learning more and understanding your risks, you can improve the safety of your own health care, and that of your family members. Take these simple steps:

1. Ask questions if you have doubts or concerns.

- Ask questions and make sure you understand the answers.
- Choose a doctor with whom you feel comfortable talking.
- Take a relative or friend with you to help you ask questions and understand answers.

2. Keep and bring a list of all the medicines you take.

- Bring the actual medicines or give your doctor and pharmacist a list of all the medicines that you take, including non-prescription (over-the-counter) medicines.
- Tell them about any drug allergies you have.
- Ask about any risks or side effects of the medication and what to avoid while taking it. Be sure to write down what your doctor or pharmacist says.
- Make sure your medicine is what the doctor ordered. Ask the pharmacist about your medicine if it looks different than you expected.

- Read the label and patient package insert when you get your medicine, including all warnings and instructions.
- Know how to use your medicine. Especially note the times and conditions when your medicine should and should not be taken.
- Contact your doctor or pharmacist if you have any questions.

3. Get the results of any test or procedure.

- Ask when and how you will get the results of tests or procedures.
- Don't assume the results are fine if you do not get them when expected, be it in person, by phone, or by mail.
- Call your doctor and ask for your results.
- Ask what the results mean for your care.

4. Talk to your doctor about which hospital is best for your health needs.

- Ask your doctor about which hospital has the best care and results for your condition if you have more than one hospital to choose from to get the health care you need.
- Be sure you understand the instructions you get about follow-up care when you leave the hospital.

5. Make sure you understand what will happen if you need surgery.

- Make sure you, your doctor, and your surgeon all agree on exactly what will be done during the operation.
- Ask your doctor, "Who will manage my care when I am in the hospital?"
- Ask your surgeon:
 - Exactly what will you be doing?
 - About how long will it take?
 - What will happen after surgery?
 - How can I expect to feel during recovery?
- Tell the surgeon, anesthesiologist, and nurses about any allergies, bad reactions to anesthesia, and any medications you are taking.

Never Events

You may no longer be billed a cost share at Plan providers for inpatient covered services related to never events and treatment needed to correct never events. This new policy may help protect you from preventable medical errors and improve the quality of care you receive.

When you enter a Plan hospital for a covered service, you don't expect to leave with additional injuries, infections or other serious conditions that occur during the course of your stay. Although some of these complications may not be avoidable, too often patients suffer from injuries or illnesses that could have been prevented if the hospital had taken proper precautions.

We are adopting a benefit payment policy that will encourage hospitals to reduce the likelihood of hospital-acquired conditions such as certain infections, severe bedsores and fractures; and reduce medical errors that should never happen called "Never Events" (See Section 10, Definitions of terms we use in this brochure). When a Never Event occurs you may not incur cost sharing. If you are charged a cost share for a never event that occurs at a Plan provider while you are receiving an inpatient covered service, or for treatment to correct a never event that occurred at a Plan provider, please notify the Plan.

Visit these Web sites for more information about patient safety.

- www.ahrq.gov/path/beactive.htm. The Agency for Healthcare Research and Quality makes available a wide-ranging list of topics not only to inform consumers about patient safety but to help choose quality health care providers and improve the quality of care you receive.

- www.npsf.org. The National Patient Safety Foundation has information on how to ensure safer health care for you and your family.
- www.talkaboutrx.org. The National Council on Patient Information and Education is dedicated to improving communication about the safe, appropriate use of medicines.
- www.leapfroggroup.org. The Leapfrog Group is active in promoting safe practices in hospital care.
- www.ahqa.org. The American Health Quality Association represents organizations and health care professionals working to improve patient safety.
- www.quic.gov/report. Find out what federal agencies are doing to identify threats to patient safety and help prevent mistakes in the nation's health care delivery system.

Section 1. Facts about this HMO Plan

This Plan is a health maintenance organization (HMO). We require you to use specific physicians, hospitals, and other providers that contract with us. These Plan providers coordinate your health care services. The Plan is solely responsible for the selection of these providers in your area. Contact the Plan for a copy of their most recent provider directory. We give you a choice of enrollment in a High Option or a Standard Option.

HMOs emphasize preventive care such as routine office visits, physical exams, well-baby care, and immunizations, in addition to treatment for illness and injury. Our providers follow generally accepted medical practice when prescribing any course of treatment.

When you receive services from Plan providers, you will not have to submit claim forms or pay bills. You pay only the copayments and coinsurance described in this brochure. When you receive emergency services from non-Plan providers, you may have to submit claim forms.

You should join an HMO because you prefer the plan's benefits, not because a particular provider is available. You cannot change plans because a provider leaves our Plan. We cannot guarantee that any one physician, hospital, or other provider will be available and/or remain under contract with us.

General features of our High and Standard Options

How we pay providers

We contract with individual physicians, medical groups, and hospitals to provide the benefits in this brochure. These Plan providers accept a negotiated payment from us, and you will only be responsible for your cost sharing.

Your rights

OPM requires that all FEHB plans provide certain information to their FEHB members. You may get information about us, our networks, our providers, and our facilities. OPM's FEHB Web site (www.opm.gov/insure) lists the specific types of information that we must make available to you. Some of the required information is listed below.

- We are a health maintenance organization that has provided health care services to the Washington, DC and Baltimore, Maryland metropolitan areas since 1972.
- This medical benefit plan is provided by Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. Medical and hospital services are provided through our integrated health care delivery organization known as Kaiser Permanente. Kaiser Permanente is composed of Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (a Maryland-based non-profit/not-for-profit organization) and the Mid-Atlantic Permanente Medical Group, P.C. (a for-profit Maryland-based corporation) which provides services in Plan medical offices throughout the Washington, DC and Baltimore, Maryland metropolitan areas and also through participating providers.

If you want more information, call us at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380), or write to Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., Member Services Department, 2101 East Jefferson Street, Rockville, Maryland, 20852. You may also contact us by fax at 301-816-6192 or visit our Web site at <http://kp.org/feds>.

Your medical and claims records are confidential

We will keep your medical and claims records confidential. Please note that we may disclose your medical and claims information (including your prescription drug utilization) to any of your treating physicians or dispensing pharmacies.

Language interpretation services

Language interpretation services are available to assist non-English speaking members. When you call Kaiser Permanente to make an appointment or talk with a medical advice nurse or member services representative, if you need an interpreter, we will provide language assistance.

Service Area

To enroll in this Plan, you must live in or work in our Service Area. This is where our providers practice. Our service area is:

- **The District of Columbia**
- **The following Virginia cities and counties:**
 - Alexandria City

- Arlington
 - Caroline*
 - Culpepper*
 - Fairfax City
 - Fairfax
 - Falls Church City
 - Fauquier*
 - Frederickburg City
 - Hanover*
 - King George
 - Louisa*
 - Loudoun
 - Manassas City
 - Manassas Park City
 - Orange*
 - Prince William
 - Spotsylvania
 - Stafford
 - Westmoreland*
- Portions of the following Virginia counties(*), as indicated by the zip codes below, are also within the service area:
 - Caroline - 22546, 22580, 22538 and 22535 zip codes only
 - Culpepper - 22736 zip code only
 - Fauquier - 22720, 20119, and 22728 zip codes only
 - Hanover - 23015 zip code only
 - Louisa - 23024 and 23117 zip codes only
 - Orange - 22508, 22567, 22960 and 22508 zip codes only
 - Westmoreland - 22443 zip code only
 - **The following Maryland counties:**
 - Anne Arundel
 - Baltimore
 - Carroll
 - Harford
 - Howard
 - Montgomery
 - Prince Georges
 - Portions of the following Maryland counties, as indicated by the zip codes below, are also within the service area:
 - Calvert – 20639, 20678, 20689, 20714, 20732, 20736, and 20754 zip codes only
 - Charles – 20601, 20602, 20603, 20604, 20612, 20616, 20617, 20637, 20640, 20643, 20646, 20658, 20675, 20677, and 20695 zip codes only
 - Frederick – 21701, 21702, 21703, 21704, 21705, 21709, 21710, 21714, 21716, 21717, 21718, 21754, 21755, 21758, 21759, 21762, 21769, 21770, 21771, 21774, 21775, 21777, 21790, 21792, and 21793 zip codes only
 - **Baltimore City, MD**

Ordinarily, you must receive your care from physicians, hospitals, and other providers who contract with us. However, we are part of the Kaiser Permanente Medical Care Program, and if you are visiting another Kaiser Permanente or allied plan service area, you can receive visiting member care from designated providers in that area. See Section 5(h), *Special features*, for more details. We also pay for certain follow-up services or continuing care services while you are traveling outside the service area, as described in Section 5(h); and for emergency care obtained from any non-Plan provider, as described in Section 5(d), *Emergency services/accidents*. We will not pay for any other health care services.

If you or a covered family member move outside of our service area, you can enroll in another plan. If your dependents live out of the area (for example, if your child goes to college in another state), you should consider enrolling in a fee-for-service plan or an HMO that has agreements with affiliates in other areas. If you or a family member moves, you do not have to wait until Open Season to change plans. Contact your employing or retirement office.

Section 2. How we change for 2010

Do not rely only on these change descriptions; this Section is not an official statement of benefits. For that, go to Section 5 Benefits. Also, we edited and clarified language throughout the brochure; any language change not shown here is a clarification that does not change benefits.

Program-wide change

- We have clarified cost categories associated with clinical trials. See pages 71.

Changes to High Option only

- Your share of the non-Postal premium will increase for Self Only or Self and Family. See page 86.

Changes to Standard Option only

- Your share of the non-Postal premium will increase for Self Only or Self and Family. See page 86.

Changes to both High and Standard Options

- We have removed the day and visit limits for mental health and substance abuse services while temporarily visiting another Kaiser Permanente or allied plan under the “visiting member” benefit. See page 60 and our Visiting Member Brochure for more details.
- We have added coverage for amino acid-based elemental formula (drugs, supplies, and supplements) for certain medical diagnoses or conditions regardless of the method of delivery. See page 53.

Section 3. How you get care

Identification cards

We will send you an identification (ID) card when you enroll. You should carry your ID card with you at all times. You must show it whenever you receive services from a Plan provider, or fill a prescription at a Plan pharmacy. Providers may request photo identification together with your ID card to verify identity. Until you receive your ID card, use your copy of the Health Benefits Election Form, SF-2809, your health benefits enrollment confirmation letter (for annuitants), or your electronic enrollment system (such as Employee Express) confirmation letter.

If you do not receive your ID card within 30 days after the effective date of your enrollment, or if you need replacement cards, call our Member Services Department at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380) or write to us at: Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., Attention: Member Services Department, 2101 East Jefferson Street, Rockville, Maryland, 20852. After registering on our Web site at <http://kp.org/feds>, you may also request replacement cards electronically.

Where you get covered care

You get care from “Plan providers” and “Plan facilities.” You will only pay cost-sharing as defined in Section 10, *Definitions of terms we use in this brochure*.

- **Plan providers**

Plan providers are physicians and other health care professionals in our service area that we contract with to provide covered services to our members. We contract with the Mid-Atlantic Permanente Medical Group, P.C. (Medical Group), to provide or arrange covered services for our members. Medical care is provided through physicians, nurse practitioners, physician assistants, and other skilled medical personnel. Specialists in most major specialties are available as part of the medical teams for consultation and treatment. Other necessary medical care, such as physical therapy, laboratory and X-ray services, is also available. We credential Plan providers according to national standards.

We list Plan providers in the provider directory, which we update periodically. Directories are available at the time of enrollment or upon request by calling our Member Services Department at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380). The list is also on our Web site at <http://kp.org/feds>.

- **Plan facilities**

Plan facilities are hospitals, medical offices, and other facilities in our service area that we own or contract with to provide covered services to our members. Kaiser Permanente offers comprehensive health care at Plan facilities conveniently located throughout our service areas.

We list Plan facilities in our physician directory, with their locations and phone numbers. Directories are updated on a regular basis and are available at the time of enrollment or upon request by calling our Member Services Department at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380). The list is also on our Web site at <http://kp.org/feds>.

You must receive your health services at Plan facilities, except if you have an emergency, authorized referral, or out-of-area urgent care. If you are visiting another Kaiser Permanente or allied plan service area, you may receive health care services at those Kaiser Permanente facilities. See Section 5(h), *Special features*, for more details. Under the circumstances specified in this brochure you may receive follow-up or continuing care while you travel anywhere.

What you must do to get covered care

It depends on the type of care you need. First, you and each covered family member should choose a primary care physician. This decision is important since your primary care physician provides or arranges for most of your health care.

To choose or change your primary care physician, you can either select one from our Provider Directory, from our Web site, <http://kp.org/feds>, or you can call our Federal Member Services Department at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380).

- **Primary care**

We encourage you to choose a primary care physician when you enroll. If you do not select a primary care physician, one will be selected for you. You may select a primary care physician from any of our available Plan physicians who practice in these specialties: internal medicine, family medicine, or pediatrics. Your primary care physician will provide most of your health care, or give you a referral to see a specialist.

Please notify us of the primary care physician you choose. If you need help choosing a primary care physician, call us. You may change your primary care physician at any time. You are free to see other Plan physicians if your primary care physician is not available and to receive care at other Kaiser Permanente facilities.

- **Specialty care**

Specialty care is care you receive from providers other than a primary care physician (as listed above). You pay different cost-sharing for your specialty care. When your primary care physician believes you may need specialty care, he or she will request authorization from the Plan to refer you to a specialist for an initial consultation and/or for a certain number of visits. If the Plan approves the referral, you may seek the initial consultation from the specialist to whom you were referred. You must then return to your primary care physician after the consultation, unless your referral authorizes a certain number of additional visits without the need to obtain another referral. The primary care physician must provide or obtain authorization for a specialist to provide all follow-up care. Do not go to the specialist for return visits unless your primary care physician gives you an approved referral. However, you may see Plan gynecologists (for routine care), optometrists, or mental health and substance abuse providers without a referral. You may make appointments directly with these providers. Members may obtain mental health and substance abuse services without a primary care referral by directly calling our Behavioral Health Access Unit at 1-866-530-8778 to arrange for services.

Here are some other things you should know about specialty care:

- If you need to see a specialist frequently because of a chronic, complex, or serious medical condition, your primary care physician in consultation with you and your attending specialist may develop a treatment plan that allows you to see your specialist for a certain number of visits without additional referrals. Your primary care physician will use our criteria when creating your treatment plan (the physician may have to get an authorization or approval beforehand).
- If you are seeing a specialist when you enroll in our Plan, talk to your primary care physician. Your primary care physician will decide what treatment you need. If he or she decides to refer you to a specialist, ask if you can see your current specialist. If your current specialist does not participate with us, you must receive treatment from a specialist who does. Generally, we will not pay for you to see a specialist who does not participate with our Plan.
- If you are seeing a specialist and your specialist leaves the Plan, call your primary care physician, who will arrange for you to see another specialist. You may receive approved services from your current specialist until we can make arrangements for you to see a Plan specialist.
- If you have a chronic and disabling condition and lose access to your specialist because we:
 - Terminate our contract with your specialist for a reason other than cause; or
 - Drop out of the Federal Employees Health Benefits (FEHB) Program and you enroll in another FEHB plan; or
 - Reduce our service area and you enroll in another FEHB plan,

you may be able to continue seeing your specialist for up to 90 days after you receive notice of the change. Contact us or, if we drop out of the Program, contact your new plan.

If you are in the second or third trimester of pregnancy and you lose access to your specialist based on the above circumstances, you can continue to see your specialist until the end of your postpartum care, even if it is beyond the 90 days.

- **Hospital care** Your Plan primary care physician or specialist will make necessary hospital arrangements and supervise your care. This includes admission to a skilled nursing or other type of facility.

- **If you are hospitalized when your enrollment begins** We pay for covered services from the effective date of your enrollment. However, if you are in the hospital when your enrollment in our Plan begins, call our Member Services Department immediately at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380). If you are new to the FEHB Program, we will arrange for you to receive care and provide benefits for your covered services while you are in the hospital beginning on the effective date of your coverage.

If you changed from another FEHB plan to us, your former plan will pay for the hospital stay until:

- You are discharged, not merely moved to an alternative care center; or
- The day your benefits from your former plan run out; or
- The 92nd day after you become a member of this Plan, whichever happens first.

These provisions apply only to the benefits of the hospitalized person. If your plan terminates participation in the FEHB Program in whole or in part, or if OPM orders an enrollment change, this continuation of coverage provision does not apply. In such cases, the hospitalized family member's benefits under the new plan begin on the effective date of enrollment.

Circumstances beyond our control

Under certain extraordinary circumstances, such as natural disasters, we may have to delay your services or we may be unable to provide them. In that case, we will make all reasonable efforts to provide you with the necessary care.

Services requiring our prior approval

For certain services your Plan physician must obtain approval from us. Before giving approval, we may consider if the service or item is medically necessary and meets other coverage requirements. We call this review and approval process "precertification" although we often use the term "referral" for this process as well.

Your Plan physician must obtain precertification for:

- Inpatient hospital care services, surgery and procedures, except maternity
- Outpatient surgery, related services and procedures
- Ambulance transport (non-emergency)
- Bariatric surgery and related services
- Clinical trials
- Dental services covered under the medical plan and temporomandibular joint treatment
- The following diagnostic services:
 - Sleep studies
 - Neuropsychological testing
 - Video Capsule endoscopy
- Durable medical equipment (DME) and orthopedic and prosthetic devices
- Genetic testing and counseling

- Growth hormone therapy (GHT)
- Home health services and hospice care
- Implantable devices
- Infertility diagnosis and treatment
- Injectable medications and infusions
- Organ/tissue transplants and related services
- Physical therapy, occupational therapy, speech therapy, chiropractic services, acupuncture and cardiac rehabilitation
- Prenatal diagnostic tests outside of the doctor's office
- The following radiology services:
 - CT
 - MRI
 - MRA
 - PET
 - SPECT
- Skilled nursing care
- The following treatment therapies:
 - Hyperbaric oxygen therapy
 - Infusion therapy
 - Pain management services
 - Pulmonary rehabilitation
 - Radiation therapy
 - Sclerotherapy for varicose veins
 - Uterine artery embolization
- Services or items from a non-Plan provider or at non-Plan facilities

To confirm if your service or item requires precertification, please call our Member Services department at 1-877-KP4-FEDS (1-877-574-3337) (TTY 703-359-7616).

In addition to these services and items for which your Plan physician must obtain precertification from us, you must also obtain precertification from us for post-stabilization care you receive from non-Plan providers (see Section 5(d), *Emergency services/accidents*).

Your Plan physician submits the request for the services above with supporting documentation. You should call our Member Services Department if you have not been notified of the outcome of the review within 2 working days, provided we have all information available to make the decision. If your request is not approved, you have the right to ask us in writing to reconsider our initial decision (see Section 8, *The disputed claims process*).

Emergency services do not require precertification. However, if you are admitted to a non-Plan facility, you or your family member must notify the Plan within 48 hours, or as soon as reasonably possible, or your claims may be denied.

Precertification determinations are made based on the information available at the time the service or item is requested. We will not cover the service or item unless you are a Plan member on the date you receive the service or item.

Section 4. Your cost for covered services

This is what you will pay out-of-pocket for covered care.

Copayments

A copayment is a fixed amount of money you pay to the provider, facility, pharmacy, etc., when you receive certain services. The amount of copayment will depend upon whether you are enrolled in the High or Standard Option, the type of provider, and the service or supply that you receive.

You pay a primary care provider copayment when you visit any primary care provider as described in Section 3, *How you get care*. You pay a specialist copayment when you receive care from a specialist as described in Section 3.

For example, for diagnostic and treatment services as described in Section 5(a):

- Under the High Option, you pay \$10 copayment when you receive diagnostic and treatment services from a primary care provider and a \$20 copayment when you receive these services from a specialty care provider.
- Under the Standard Option, you pay a \$20 copayment when you receive diagnostic and treatment services from a primary care provider and a \$30 copayment when you receive these services from a specialty care provider.

Cost-sharing

Cost-sharing is the general term used to refer to your out-of-pocket costs (e.g., deductible, coinsurance, and copayments) for the covered care you receive.

Deductible

There is no deductible.

Fees when you fail to make your copayment or coinsurance

If you do not pay your copayment or coinsurance at the time you receive services, we will bill you. You will be required to pay a \$10 charge for each bill sent for unpaid services.

Note: Affiliated physician offices and other providers and facilities may bill you an additional charge along with any unpaid copayments, coinsurance or for missed appointments that you fail to cancel.

Missed Appointment Fee

You pay an administrative fee of \$25 if you do not cancel a scheduled appointment at least 24 hours in advance, not counting days Member Services is closed. For example, if you have an appointment at 10 am Monday, you must cancel it no later than 10 am on Friday. We will bill you for this amount. The missed appointment fee will not count toward your out-of-pocket maximum.

Coinsurance

Coinsurance is the percentage of our allowance that you must pay for your care. Example: In our Plan, you pay 50% of our allowance for infertility services, ovulation stimulants, weight management drugs, and oxygen and equipment for home use.

Your catastrophic protection out-of-pocket maximum

After your copayments and coinsurance total \$2,250 per person or \$4,500 per family enrollment (High Option) or \$3,500 per person or \$7,000 per family enrollment (Standard Option) in any calendar year, you do not have to pay any more for certain covered services.

However, copayments and coinsurance for the following services do not count toward your catastrophic protection out-of-pocket maximum, and you must continue to pay copayments and coinsurance for these services:

- Blood and blood products
- Chiropractic and acupuncture services
- Dental services
- Infertility services
- Outpatient durable medical equipment
- Prescription drugs, including supplies and supplements

- Prosthetic and orthopedic devices
- Travel benefit

Be sure to keep accurate records and receipts of your copayments and coinsurance since you are responsible for informing us when you reach the maximum.

Carryover

If you changed to this Plan during open season from a plan with a catastrophic protection benefit and the effective date of the change was after January 1, any expenses that would have applied to that plan's catastrophic protection benefit during the prior year will be covered by your old plan if they are for care you received in January before your effective date of coverage in this Plan. If you have already met your old plan's catastrophic protection benefit level in full, it will continue to apply until the effective date of your coverage in this Plan. If you have not met this expense level in full, your old plan will first apply your covered out-of-pocket expenses until the prior year's catastrophic level is reached and then apply the catastrophic protection benefit to covered out-of-pocket expenses incurred from that point until the effective date of your coverage in this Plan. Your old plan will pay these covered expenses according to this year's benefits; benefit changes are effective January 1.

Note: If you change options in this Plan during the year, we will credit the amount of covered expenses already accumulated toward the catastrophic out-of-pocket limit of your old option to the catastrophic protection limit of your new option.

When Government facilities bill us

Facilities of the Department of Veterans Affairs, the Department of Defense and the Indian Health Services are entitled to seek reimbursement from us for certain services and supplies they provide to you or a family member. They may not seek more than their governing laws allow.

Section 5. High and Standard Option Benefits

See page 10 for how our benefits changed this year. Pages 83 and 84 are a benefits summary of each option. Make sure that you review the benefits that are available under the option in which you are enrolled.

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Section 5. High and Standard Option Benefits Overview

This Plan offers a both High and Standard Option. Both benefit packages are described in Section 5. Make sure that you review the benefits that are available under the option in which you are enrolled.

The High and Standard Option Section 5 is divided into subsections. Please read *Important things you should keep in mind* at the beginning of the subsections. Also read the General exclusions in Section 6, they apply to the benefits in the following subsections. To obtain claim forms, claims filing advice, or more information about High and Standard Option benefits, contact us at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380). You can also visit our website at <http://kp.org/feds>.

Since 1972, Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Kaiser Permanente) has offered quality integrated health care to the FEHB Program. We contract with the Mid-Atlantic Permanente Medical Group (MAPMG) to provide our members with quality care and attention. Our delivery system offers convenient, comprehensive care all under one roof. You can come to many of our medical facilities and see a primary care physician, pediatrician, Ob/Gyn or specialist, fill prescriptions, have mammograms, complete lab work, get x-rays and more. Also, our sophisticated health technology gives you the opportunity 24 hours a day, 7 days a week to schedule appointments, refill prescriptions, research medical conditions and view your medical information on line.

In 2007, Kaiser Permanente's HMO received "Excellent Accreditation" – the highest level of accreditation possible – from the National Committee for Quality Assurance (NCQA), an independent, non-profit organization that measures the quality of America's health care.

Today, the Health Plan offers two benefit plans to Federal members, the High and Standard Options. Both Options are designed to include preventive and acute care services provided by our Plan providers, but offer different levels of benefits and services for you to choose between to best fit your health care needs. Each option offers unique features.

High Option

Our High Option provides comprehensive benefits. It includes:

- No copays for all primary care visits for children from infancy through age 4
- No copays for preventive care for adults and children
- \$10 per visit to your primary care physician (PCP) for diagnostic services
- \$20 per visit to a specialist for diagnostic services
- \$100 per admission for inpatient admissions
- \$7 per prescription or refill for covered generic drugs obtained at a Plan medical center pharmacy; \$17 per prescription or refill for covered generic drugs obtained at an affiliated network pharmacy
- \$30 per prescription or refill for preferred brand name drugs obtained at a Plan medical center pharmacy; \$50 per prescription or refill for preferred brand name drugs obtained at an affiliated network pharmacy
- Preventive dental

Standard Option

We also offer a Standard Option. With the Standard Option your co-payments may be higher than the High Option, but the bi-weekly premium is lower. Specific benefits of our FEHB Standard Option include:

- No copays for all primary care visits for children from infancy through age 4
- No copays for preventive care for adults and children
- \$20 per visit to your primary care physician (PCP) for diagnostic services
- \$30 per visit to a specialist for diagnostic services
- \$250 per day for inpatient admissions (\$750 maximum per admission)
- \$12 per prescription or refill for covered generic drugs obtained at a Plan medical center pharmacy; \$22 per prescription or refill for covered generic drugs obtained at an affiliated network pharmacy

- \$35 per prescription or refill for preferred brand name drugs obtained at a Plan medical center pharmacy; \$55 per prescription or refill for preferred brand name drugs obtained at an affiliated network pharmacy
- Preventive dental

Section 5(a). Medical services and supplies provided by physicians and other health care professionals

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and we cover them only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care.
- We have no calendar year deductible for Medical services and supplies.
- Be sure to read Section 4, *Your cost for covered services*, for valuable information about how cost-sharing works. Also read Section 9, Coordinating benefits with other coverage, including with Medicare. Different copayments apply for primary care visits and specialty care visits.
- **YOUR PHYSICIAN MUST GET PRECERTIFICATION FOR SOME MEDICAL SERVICES AND SUPPLIES PROVIDED BY PHYSICIANS AND OTHER HEALTH CARE PROFESSIONALS.** Please refer to the precertification section shown in Section 3 to be sure which services require precertification and which supplies require precertification.

Benefit Description	You pay	
	High Option	Standard Option
Diagnostic and treatment services		
Professional services of physicians and other health care professionals <ul style="list-style-type: none"> • In physician’s office • Office medical consultations • Second surgical opinion • In an urgent care center 	\$10 per primary care office visit (nothing from infancy through age 4) \$20 per specialty care office visit and urgent care centers	\$20 per primary care office visit (nothing from infancy through age 4) \$30 per specialty care office visit and urgent care centers
Professional services of physicians and other health care professionals <ul style="list-style-type: none"> • During a hospital stay • In a skilled nursing facility 	Nothing	Nothing
<ul style="list-style-type: none"> • At home 	Nothing	Nothing
Lab, X-ray and other diagnostic tests		
Tests, such as: <ul style="list-style-type: none"> • Blood tests • Urinalysis • Non-routine Pap smears • Pathology • X-rays • Non-routine mammograms • Ultrasound • Electrocardiogram and EEG 	Nothing	Nothing
<ul style="list-style-type: none"> • CT scans/MRI • Nuclear medicine • PET scans 	\$75 per procedure	\$100 per procedure

Benefit Description	You pay	
	High Option	Standard Option
Routine physical exam	Nothing	Nothing
Routine screenings, such as: <ul style="list-style-type: none"> • Total blood cholesterol • Colorectal cancer screening, including <ul style="list-style-type: none"> - Fecal occult blood test - Sigmoidoscopy, screening – every five years starting at age 50 - Double contrast barium enema – every five years starting at age 50 - Colonoscopy screening – every ten years starting at age 50 • Bone mass measurement to determine risk for osteoporosis • Chlamydia screenings – women under age 20 who are sexually active and women over age 20 with multiple risk factors • Human Papillomavirus Screening at testing intervals recommended for cervical cytology screening by the American College of Obstetricians and Gynecologists 	Nothing	Nothing
Routine Prostate Specific Antigen (PSA) test – one annually for men age 40 and older	Nothing	Nothing
Routine Pap smear	Nothing	Nothing
Routine mammogram – covered for women age 35 and older, as follows: <ul style="list-style-type: none"> • From age 35 through 39, one during this five year period • From age 40 through 64, one every calendar year • At age 65 and older, one every two consecutive calendar years 	Nothing	Nothing
Adult routine immunizations endorsed by the Centers for Disease Control and Prevention (CDC)	Nothing	Nothing
Travel consultations, immunizations, and vaccines	\$10 per primary care office visit \$20 per specialty care office visit	\$20 per primary care office visit \$30 per specialty care office visit
Notes: <ul style="list-style-type: none"> • You should consult with your physician to determine what is appropriate for you • We cover preventive care services if you have average risk factors based on age, sex, and other relevant information, consistent with national preventive health care standards. 		

Preventive care, adult - continued on next page

Benefit Description	You pay	
	High Option	Standard Option
Preventive care, adult (cont.)		
<ul style="list-style-type: none"> Examinations and test to diagnose a specific disease for which you are at high risk, to monitor chronic disease, or to follow up after you are diagnosed with a disease are covered under “Lab, X-ray and other diagnostic tests” and “Surgical procedures”. You pay cost sharing for diagnostic and treatment services for illness or injury received during a preventive care exam. See Section 5(a), <i>Diagnostic and treatment services</i>. 		
<p><i>Not covered:</i></p> <p><i>Physical exams and immunizations required for:</i></p> <ul style="list-style-type: none"> <i>Obtaining or continuing employment</i> <i>Insurance or licensing</i> <i>Attending schools or camp</i> <i>Participating in employee programs</i> <i>Court ordered parole or probation</i> 	<i>All charges</i>	<i>All charges</i>
Preventive care, children	High Option	Standard Option
<p>We cover preventive care services if you have average risk factors based on age, sex, and other relevant information, consistent with national preventive health care standards.</p> <ul style="list-style-type: none"> Well-child care including routine examinations and immunizations (through age 21) 	Nothing	Nothing
<ul style="list-style-type: none"> Childhood immunizations recommended by the American Academy of Pediatrics Examinations, such as: <ul style="list-style-type: none"> Eye exams through age 21 to determine the need for vision correction Hearing tests through age 21 to determine the need for hearing correction 	Nothing	Nothing
Travel consultations, immunizations, and vaccines	<p>\$10 per primary care office visit (nothing from infancy through age 4)</p> <p>\$20 per specialty care office visit</p>	<p>\$20 per primary care office visit (nothing from infancy through age 4)</p> <p>\$30 per specialty care office visit</p>
Note: Should you receive services for an illness, injury or condition during a preventive care examination, you may be charged the cost-share for professional services in a physician’s office. See Section 5(a), <i>Diagnostic and treatment services</i> .		
<p><i>Not covered: Physical exams and immunizations required for:</i></p> <ul style="list-style-type: none"> <i>Obtaining or continuing employment</i> 	<i>All charges</i>	<i>All charges</i>

Preventive care, children - continued on next page

Benefit Description	You pay	
Preventive care, children (cont.)	High Option	Standard Option
<ul style="list-style-type: none"> Insurance or licensing Participating in employee programs Attending school or camp Court ordered parole or probation 	All charges	All charges
Maternity care	High Option	Standard Option
<p>Routine outpatient maternity (obstetrical) care, such as:</p> <ul style="list-style-type: none"> Prenatal care Delivery Postpartum care <p>Notes:</p> <ul style="list-style-type: none"> Routine maternity care is covered after confirmation of pregnancy. You do not need prior approval for your normal delivery. See Section 3, <i>Services requiring our prior approval</i>, for prior approval guidelines. You may remain in the hospital up to 48 hours after a regular delivery and 96 hours after a cesarean delivery. We will extend your inpatient stay if medically necessary. We cover routine nursery care of the newborn child during the covered portion of the mother’s maternity stay. We cover other care of an infant who requires non-routine treatment only if the infant is covered under a Self and Family enrollment. Surgical benefits, not maternity benefits, apply to circumcision. See Section 5(b), <i>Surgery benefits</i>. You pay cost sharing for diagnostic and treatment services for illness or injury received during a non-routine maternity care visit. We cover surgical services (delivery) and hospitalization the same as for illness and injury. See Section 5(b), <i>Surgery benefits</i> and Section 5(c), <i>Hospital benefits</i>. 	<p>Nothing for prenatal care and the first postpartum care visit; \$10 per office visit for all postpartum care visits thereafter</p> <p>Nothing for inpatient professional delivery services</p>	<p>Nothing for prenatal care and the first postpartum care visit; \$20 per office visit for all postpartum care visits thereafter</p> <p>Nothing for inpatient professional delivery services</p>
Family planning	High Option	Standard Option
<p>A range of family planning services, including:</p> <ul style="list-style-type: none"> Voluntary sterilization (See Section 5(b), <i>Surgical procedures</i>) Family planning counseling Genetic counseling 	<p>\$10 per primary care office visit</p> <p>\$20 per specialty care office visit</p>	<p>\$20 per primary care office visit</p> <p>\$30 per specialty care office visit</p>
<p>Notes:</p> <ul style="list-style-type: none"> We cover contraceptive drugs, intrauterine devices (IUDs), and diaphragms under Prescription drug benefits. See Section 5(f). 		

Family planning - continued on next page
High and Standard Option Section 5(a)

Benefit Description	You pay	
Family planning (cont.)	High Option	Standard Option
<ul style="list-style-type: none"> For surgical costs associated with family planning, See Section 5(b), <i>Surgery benefits</i> 		
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <i>Reversal of voluntary surgical sterilization</i> 	<i>All charges</i>	<i>All charges</i>
Infertility services	High Option	Standard Option
<p>Diagnosis and treatment of involuntary infertility, including:</p> <ul style="list-style-type: none"> Artificial insemination: <ul style="list-style-type: none"> intravaginal insemination (IVI) intra-cervical insemination (ICI) intrauterine insemination (IUI) 	50% of our allowance	50% of our allowance
<ul style="list-style-type: none"> Up to three in vitro fertilization procedures per live birth if: <ul style="list-style-type: none"> your oocytes are fertilized with your spouse's sperm; and you have been unable to become pregnant through a less costly infertility treatment for which coverage is available under the Plan; and you and your spouse have a history of infertility of at least 2 years duration; or the infertility is associated with endometriosis, exposure in utero to diethylstilbestrol, commonly known as DES, blockage of, or surgical removal of, one or both fallopian tubes (lateral or bilateral salpingectomy), or abnormal male factors, including oligospermia, contributing to the infertility. 	50% of our allowance; Plan pays up to \$100,000 in a member's lifetime	50% of our allowance; Plan pays up to \$100,000 in a member's lifetime
<p>Note: See Section 5(f), <i>Prescription drug benefits</i>, for coverage of fertility drugs.</p>		
<p><i>Not covered:</i></p> <p><i>These exclusions apply to fertile as well as infertile individuals and couples:</i></p> <ul style="list-style-type: none"> <i>Assisted reproductive technology (ART) procedures, including related services and supplies, such as:</i> <ul style="list-style-type: none"> <i>embryo transfer, gamete intra-fallopian transfer (GIFT) and zygote intra-fallopian transfer (ZIFT)</i> <i>Sperm and eggs (from a donor) and embryos (whether from a member or from a donor), and services related to their procurement and storage, including freezing</i> <i>Ovum transplants</i> 	<i>All charges</i>	<i>All charges</i>

Infertility services - continued on next page

Benefit Description	You pay	
	High Option	Standard Option
Infertility services (cont.)		
<ul style="list-style-type: none"> • Infertility services when either member of the family has been voluntarily, surgically sterilized • Services to reverse voluntary, surgically induced infertility • Services related to surrogate arrangements • Intracytoplasmic sperm injection (ICSI) • Preimplantation Genetic Diagnosis (PGD) 	<i>All charges</i>	<i>All charges</i>
Allergy care		
<ul style="list-style-type: none"> • Testing and treatment 	\$10 per primary care office visit (nothing from infancy through age 4) \$20 per specialty care office visit	\$20 per primary care office visit (nothing from infancy through age 4) \$30 per specialty care office visit
<ul style="list-style-type: none"> • Injections 	\$10 per office visit	\$20 per office visit
<ul style="list-style-type: none"> • Serum 	Nothing	Nothing
<i>Not covered:</i> <ul style="list-style-type: none"> • Provocative food testing • Sublingual allergy desensitization 	<i>All charges</i>	<i>All charges</i>
Treatment therapies		
<ul style="list-style-type: none"> • Chemotherapy and radiation therapy <p>Note: High dose chemotherapy in association with autologous bone marrow transplants is limited to those transplants listed under Section 5(b), <i>Organ/Tissue transplants</i>.</p> <ul style="list-style-type: none"> • Respiratory and inhalation therapy • Dialysis – hemodialysis and peritoneal dialysis • Intravenous/Infusion Therapy – Home IV and antibiotic therapy • Growth hormone therapy (GHT) <p>Note: Growth hormone requires our prior approval and is covered under the prescription drug benefit. See Section 3, <i>Services requiring our prior approval</i> and Section 5(f), <i>Prescription drug benefits</i>.</p> <ul style="list-style-type: none"> • Qualified medical clinical trials that provide treatment for life-threatening conditions or for preventive, early detection, or treatment studies of cancer for Phases I, II, III and IV 	\$10 per primary care office visit (nothing from infancy through age 4) \$20 per specialty care office visit	\$20 per primary care office visit (nothing from infancy through age 4) \$30 per specialty care office visit
<i>Not covered:</i> <ul style="list-style-type: none"> • Chemotherapy supported by a bone marrow transplant or with stem cell support, for any diagnosis not listed as covered under Section 5(b), <i>Organ/Tissue transplants</i> 	<i>All charges</i>	<i>All charges</i>

Treatment therapies - continued on next page
High and Standard Option Section 5(a)

Benefit Description	You pay	
	High Option	Standard Option
Treatment therapies (cont.)		
<ul style="list-style-type: none"> • Long-term rehabilitative therapy • Cognitive therapy • Sleep therapy • Thermography and related services 	<i>All charges</i>	<i>All charges</i>
Physical and occupational therapies		
<p>Up to 60 days of therapy, per condition, of inpatient multidisciplinary rehabilitation in a prescribed, organized program in a plan facility or skilled nursing facility for up to 60 days for all covered rehabilitation services and supplies you may receive at different sites for the same condition.</p> <p>Note: The skilled nursing facility admission charge is waived if you are admitted directly from a hospital inpatient stay.</p>	\$100 per inpatient admission	\$250 per day up to \$750 maximum per inpatient admission
<ul style="list-style-type: none"> • Up to 30 office visits or 60 consecutive days, whichever is greater, per condition of out-patient physical therapy by a qualified Plan therapist in consultation with a Plan physician to restore bodily function when you have a total or partial loss of bodily function due to illness or injury • We cover up to 90 consecutive days per condition of out-patient occupational therapy by a Plan therapist in consultation with a Plan physician to assist you in resuming self-care and other activities of daily life when you have a total or partial loss of bodily function due to illness or injury • Habilitative services for children up to age 19 for the treatment of congenital and genetic birth defects • Habilitative services to help a child function age-appropriately within his or her environment and enhance his or her functional ability without an effective cure • Up to 12 weeks or 36 sessions, whichever is less, for cardiac rehabilitation provided or coordinated by a hospital or other facility approved by a physician following coronary surgery or a myocardial infarction 	\$20 per specialty care office visit	\$30 per specialty care office visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Long-term rehabilitative therapy • Exercise programs • Maintenance therapy • Cognitive rehabilitative programs • Vocational rehabilitative programs • Therapies done primarily for education purposes 	<i>All charges</i>	<i>All charges</i>

Physical and occupational therapies - continued on next page

Benefit Description	You pay	
Physical and occupational therapies (cont.)	High Option	Standard Option
<ul style="list-style-type: none"> Services provided by local, state, and federal government agencies, including schools 	All charges	All charges
Speech therapy	High Option	Standard Option
<p>Up to two months of inpatient therapy per condition by a Plan therapist, in consultation with a Plan physician, for habilitative or rehabilitative purposes</p> <p>Note: The admission charge is waived if you have been admitted directly from a hospital inpatient stay</p>	\$100 per inpatient admission	\$250 per day up to a \$750 maximum per inpatient admission
<ul style="list-style-type: none"> Up to 90 consecutive days of outpatient therapy per condition per year Habilitative services for children up to age 19 for the treatment of congenital and genetic birth defects to help a child function age-appropriately within his or her environment and enhance his or her functional ability without an effective cure Speech and language treatment needed as a result of the congenital defect known as cleft lip and/or cleft palate 	\$20 per specialty care office visit	\$30 per specialty care office visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> Therapies done primarily for educational purposes Therapy for tongue thrust in the absence of swallowing problems Training or therapy to improve articulation in the absence of injury, illness, or medical condition affecting articulation Voice therapy for occupation or performing arts Services provided by local, state, and federal government agencies including schools 	All charges	All charges
Hearing services (testing, treatment, and supplies)	High Option	Standard Option
<ul style="list-style-type: none"> Hearing testing to determine the need for hearing correction Otologic and audiological services needed as a result of the congenital defect known as cleft lip and/or cleft palate 	<p>\$10 per primary care office visit (nothing from infancy through age 21)</p> <p>\$20 per specialty care office visit</p>	<p>\$20 per primary care office visit (nothing from infancy through age 21)</p> <p>\$30 per specialty care office visit</p>
<ul style="list-style-type: none"> Hearing aids for children under age 18, if the hearing aids are prescribed, fitted, and dispensed by a licensed audiologist <p>Note: A single hearing aid providing hearing to both ears (binaural hearing aid) is considered two hearing aids for purposes of this benefit.</p>	All charges in excess of \$1,400 for each hearing impaired ear every 36 months	All charges in excess of \$1,400 for each hearing impaired ear every 36 months

Hearing services (testing, treatment, and supplies) - continued on next page

Benefit Description	You pay	
Hearing services (testing, treatment, and supplies) (cont.)	High Option	Standard Option
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • All other hearing testing • Hearing aids, including testing and examinations for them for all persons age 18 and over 	<i>All charges</i>	<i>All charges</i>
Vision services (testing, treatment, and supplies)	High Option	Standard Option
<ul style="list-style-type: none"> • Diagnosis and treatment of diseases of the eye 	\$20 per specialty care office visit	\$30 per specialty care office visit
<ul style="list-style-type: none"> • Eye refractions to determine the need for vision correction and provide a prescription for eyeglasses 	\$10 per office visit	\$20 per office visit
<p>At Plan optical shops:</p> <ul style="list-style-type: none"> • Eyeglass frames and lenses • Contact lenses package, including: initial fitting for contact lenses; initial pair of contact lenses; insertion and removal of contact lens training; three months of follow-up office visits. These services are provided only as a total package 	75% of our allowance	75% of our allowance
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Eye surgery solely for the purpose of correcting refractive defects of the eye • Vision therapy, including orthoptics, visual training and eye exercises 	<i>All charges</i>	<i>All charges</i>
Foot care	High Option	Standard Option
<p>Routine foot care when you are under active treatment for a metabolic or peripheral vascular disease, such as diabetes.</p>	\$10 per primary care office visit \$20 per specialty care office visit	\$20 per primary care office visit \$30 per specialty care office visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Cutting, trimming or removal of corns, calluses, or the free edge of toenails, and similar routine treatment of conditions of the foot, except as stated above • Treatment of weak, strained or flat feet or bunions or spurs; and of any instability, imbalance or subluxation of the foot (unless the treatment is by open cutting surgery) 	<i>All charges</i>	<i>All charges</i>

Benefit Description	You pay	
	High Option	Standard Option
Orthopedic and prosthetic devices External prosthetic and orthotic devices, such as: <ul style="list-style-type: none"> Externally worn breast prostheses and surgical bras, including necessary replacements following a mastectomy Ostomy and urological supplies 	50% of our allowance	50% of our allowance
Other external prosthetic and orthotic devices, such as: <ul style="list-style-type: none"> Artificial limbs and eyes and stump hose Therapeutic shoes required for conditions associated with diabetes Braces Monofocal intraocular implants following cataract removal 	20% of our allowance	50% of our allowance
Internal prosthetic devices, such as <ul style="list-style-type: none"> Artificial joints Pacemakers, Cochlear implants Surgically implanted breast implants following mastectomy Note: See 5(b), <i>Surgery benefits</i> , for coverage of the surgery to insert the device and Section 5(c), <i>Hospital benefits</i> , for inpatient hospital benefits.	Nothing	Nothing
<ul style="list-style-type: none"> One hair prosthesis if your hair loss results from chemotherapy or radiation treatment for cancer 	<i>All charges</i> in excess of \$350	<i>All charges</i> in excess of \$350
Notes: <ul style="list-style-type: none"> Orthopedic and prosthetic equipment or services must be prescribed by a Plan physician; obtained through sources designated by the Plan; consistent with Medicare guidelines; and primarily and customarily used to serve a medical or therapeutic purpose in the treatment of an illness or injury. We cover only those standard items that are adequate to meet the medical needs of the member 		
<i>Not covered:</i> <ul style="list-style-type: none"> <i>Orthopedic devices and corrective shoes, except as listed above</i> <i>Foot orthotics and podiatric use devices, such as arch supports, heel pads and heel cups</i> <i>Lumbosacral supports</i> <i>Corsets, trusses, elastic stockings, support hose, and other supportive devices</i> <i>Comfort, convenience, or luxury equipment or features</i> 	<i>All charges</i>	<i>All charges</i>

Orthopedic and prosthetic devices - continued on next page

Benefit Description	You pay	
Orthopedic and prosthetic devices (cont.)	High Option	Standard Option
<ul style="list-style-type: none"> • Prosthetic devices, equipment and supplies related to sexual dysfunction • Dental prostheses, devices and appliances • Repairs, adjustments, or replacements due to misuse or loss 	All charges	All charges
Durable medical equipment (DME)	High Option	Standard Option
<p>We cover rental or purchase, at our option, of durable medical equipment. Covered items include:</p> <ul style="list-style-type: none"> • Oxygen and oxygen dispensing equipment • Hospital beds • Wheelchairs • Crutches • Walkers • Portable commodes • Canes • Bilirubin lights and apnea monitors for infants up to age 3 for a period not to exceed 6 months • Continuous Positive Airway Pressure (CPAP) and Bilevel Pressure device (BIPAP) equipment • Asthma-related equipment (spacers, peak-flow meters, and nebulizers) for adults and children 	50% of our allowance	50% of our allowance
<p>Notes:</p> <ul style="list-style-type: none"> • Durable medical equipment (DME) is equipment that is prescribed by a Plan physician; obtained through sources designated by the Plan; consistent with our Medicare guidelines; intended for repeated use ; primarily and customarily used to serve a medical or therapeutic purpose in the treatment of an illness or injury; designed for prolonged use; and appropriate for use in the home. • We cover only those standard items that are adequate to meet the medical needs of the member. • We may require you to return the equipment to us, or pay us the fair market price of the equipment, when it is no longer prescribed. • Your Plan physician must recertify your medical need for oxygen and oxygen equipment every 30 days. 		
<p>We cover diabetic equipment and supplies when obtained from sources designated by the Plan including:</p> <ul style="list-style-type: none"> • Diabetic equipment • Insulin pumps 	20% of our allowance	20% of our allowance

Durable medical equipment (DME) - continued on next page

Benefit Description	You pay	
Durable medical equipment (DME) (cont.)	High Option	Standard Option
<ul style="list-style-type: none"> • Disposable needles and syringes (up to 3 boxes) • Glucose test strips (up to 6 boxes of 50 count) • Blood glucose monitor • Control solutions • Lancets 	20% of our allowance	20% of our allowance
<p>Notes:</p> <ul style="list-style-type: none"> • DME does not include coverage for prosthetic devices such as artificial eyes or legs or orthotic devices such as braces or therapeutic shoes. • Refer to Section 5(a), <i>Orthopedic and Prosthetic devices</i>, for coverage of internal prosthetic devices and breast prostheses. • Refer to Section 5(f), <i>Prescription drug benefits</i>, for information about insulin coverage. 		
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Comfort, convenience, or luxury equipment or features</i> • <i>Non-medical items such as sauna baths or elevators</i> • <i>Exercise and hygiene equipment</i> • <i>Electronic monitors of the heart, lungs, or other bodily functions, except for apnea monitors, bilirubin blankets, and blood glucose monitors</i> • <i>Devices, equipment, and supplies related to the treatment of sexual dysfunction disorders</i> • <i>Modifications to the home or vehicle</i> • <i>Dental appliances, except for the treatment of cleft lip and/or cleft palate</i> • <i>More than one piece of durable medical equipment serving essentially the same function</i> • <i>Disposable supplies</i> • <i>Replacement batteries for glucose meters</i> • <i>Oxygen tents</i> • <i>Motorized wheelchairs</i> • <i>Repairs, adjustments, or replacements due to misuse or loss</i> 	<i>All charges</i>	<i>All charges</i>

Benefit Description	You pay	
Home health services	High Option	Standard Option
<ul style="list-style-type: none"> • Home health care ordered by a Plan physician and provided by a registered nurse (R.N.), licensed practical nurse (L.P.N.), licensed vocational nurse (L.V.N.) physical therapist, occupational therapist, speech and language pathologist, or home health aide • Services include oxygen therapy, intravenous therapy and medications <p>Notes:</p> <ul style="list-style-type: none"> • We only provide these services in the Plan's service areas. • Your Plan physician will periodically review the home health services for continuing appropriateness and medical need. • The services are covered only if you are homebound and a Plan physician determines that it is feasible to maintain effective supervision and control of your care in your home. 	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Nursing care requested by, or for the convenience of, the patient or the patient's family</i> • <i>Home care primarily for personal assistance that does not include a medical component and is not diagnostic, therapeutic, or rehabilitative</i> • <i>Custodial care</i> • <i>Private duty nursing</i> • <i>Personal care and hygiene items</i> • <i>Care that a Plan provider determines may be appropriately provided in a Plan facility, hospital or skilled nursing facility or other facility we designate and we provide, or offer to provide, that care in one of these facilities</i> • <i>General maintenance care of colostomy, ileostomy, and ureterostomy</i> • <i>Medical supplies or dressings applied by you or a family caregiver</i> • <i>Transportation and delivery service costs of durable medical equipment, medications, drugs, medical supplies, and supplements to the home</i> 	<i>All charges</i>	<i>All charges</i>

Benefit Description	You pay	
Chiropractic	High Option	Standard Option
<p>Up to 20 visits per calendar year, including:</p> <ul style="list-style-type: none"> • Diagnosis and treatment of neuromusculoskeletal disorders • Plain film X-rays associated with diagnosis and treatment • Adjunctive therapies <p>Note: Your Plan physician, in consultation with the Complementary and Alternative Medicine Department, must determine that such care will result in improvement in your condition.</p>	\$20 per office visit	\$30 per office visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Hypnotherapy, behavior training, sleep therapy and weight programs</i> • <i>Thermography</i> • <i>Any radiologic exam other than plain film studies such as magnetic resonance imaging, CT scans, bone scans, nuclear radiology</i> • <i>Treatment for non-neuromusculoskeletal disorders</i> • <i>Chiropractic appliances, except as covered in Section 5(a), Durable medical equipment and Prosthetics and orthotic devices</i> • <i>Laboratory services</i> 	<i>All charges</i>	<i>All charges</i>
Alternative treatments	High Option	Standard Option
<p>Up to 20 acupuncture visits per calendar year. Services include:</p> <ul style="list-style-type: none"> • Diagnosis and treatment of chronic pain and nausea • Adjunctive acupuncture therapy <p>Note: You receive these services when your Plan physician, in consultation with the Complementary and Alternative Medicine Department, determines that such care will result in improvement in your condition.</p>	\$20 per office visit	\$30 per office visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>All other form of alternative treatment, such as naturopathic services, behavior training, sleep therapy, weight programs and adjunctive therapy not associated with acupuncture</i> • <i>Thermography</i> • <i>Any radiologic exam including plain film studies such as magnetic resonance imaging, CT scans, bone scans, nuclear radiology</i> • <i>Laboratory services</i> 	<i>All charges</i>	<i>All charges</i>

Benefit Description	You pay	
Educational classes and programs	High Option	Standard Option
<p>Health education classes, including:</p> <ul style="list-style-type: none"> • Diabetes • Post-coronary • Nutritional counseling <p>Notes:</p> <ul style="list-style-type: none"> • Please call Member Services at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380) for information on classes near you. • You can also participate in programs that are available through Kaiser Permanente as non-FEHB benefits. These programs may require that you pay a fee. See the end of Section 5, <i>Non-FEHB benefits available to Plan members</i>. 	<p>\$10 per primary care office visit</p> <p>\$20 per specialty care office visit</p>	<p>\$20 per primary care office visit</p> <p>\$30 per specialty care office visit</p>

Section 5(b). Surgical and anesthesia services provided by physicians and other health care professionals

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care.
- We have no calendar year deductible for Surgical and anesthesia services.
- Be sure to read Section 4, *Your cost for covered services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- The amounts listed below are for the charges billed by a physician or other health care professional for your surgical care. Look in Section 5(c) for charges associated with the facility (i.e. hospital, surgical center, etc.).
- **YOUR PHYSICIAN MUST GET PRECERTIFICATION FOR SOME SURGICAL PROCEDURES.** Please refer to the precertification information shown in Section 3 to be sure which services require precertification and identify which surgeries require precertification.

Benefit Description	You pay	
	High Option	Standard Option
<p>Surgical procedures</p> <p>A comprehensive range of services, such as:</p> <ul style="list-style-type: none"> • Operative procedures • Treatment of fractures, including casting • Normal pre- and post-operative care by the surgeon • Correction of amblyopia and strabismus • Diagnostic colonoscopy procedures • Endoscopy procedures • Biopsy procedures • Removal of tumors and cysts • Foot surgery including open cutting surgery to remove bunions and spurs • Correction of congenital anomalies (see <i>Reconstructive surgery</i>) • Surgical treatment of morbid obesity (bariatric surgery). You must: <ul style="list-style-type: none"> - be 18 years of age or older; and - satisfy the requirements of bariatric surgery nutrition preparation; and - not be excluded due to a history alcohol or drug abuse within the past 2 years or have certain behavioral health diagnoses; and 	<p>\$20 per surgery or procedure in a medical office</p> <p>\$75 per surgery or procedure in an outpatient hospital or ambulatory surgery center</p> <p>\$100 per inpatient admission for hospital charges</p>	<p>\$30 per surgery or procedure in a medical office</p> <p>\$150 per surgery or procedure in an outpatient hospital or ambulatory surgery center</p> <p>\$250 per day up to \$750 maximum per inpatient admission for hospital charges</p>

Surgical procedures - continued on next page

Benefit Description	You pay	
	High Option	Standard Option
<p>Surgical procedures (cont.)</p> <ul style="list-style-type: none"> - have a Body Mass Index (BMI) that is greater than 40; or a BMI that is equal to or greater than 35 with a co-morbid medical condition such as hypertension, a cardiopulmonary condition, sleep apnea or diabetes <p>Note: See Section 3, <i>Services requiring our prior approval</i>, for more information.</p>	<p>\$20 per surgery or procedure in a medical office</p> <p>\$75 per surgery or procedure in an outpatient hospital or ambulatory surgery center</p> <p>\$100 per inpatient admission for hospital charges</p>	<p>\$30 per surgery or procedure in a medical office</p> <p>\$150 per surgery or procedure in an outpatient hospital or ambulatory surgery center</p> <p>\$250 per day up to \$750 maximum per inpatient admission for hospital charges</p>
<ul style="list-style-type: none"> • Insertion of internal prosthetic devices. See Section 5(a), <i>Orthopedic and prosthetic devices</i>, for device coverage information • Voluntary sterilization (e.g., Tubal ligation, Vasectomy) • Treatment of burns • Insertion of surgically implanted time-release contraceptive drugs and intrauterine devices (IUDs) • Insertion of other implanted time-release drugs <p>Note: We cover the cost of these surgically implanted time-release contraceptive drugs and intrauterine devices under the prescription drug benefit (see Section 5(f)).</p>	<p>\$20 per surgery or procedure in a medical office</p> <p>\$75 per surgery or procedure in an outpatient hospital or ambulatory surgery center</p> <p>\$100 per inpatient admission for hospital charges</p>	<p>\$30 per surgery or procedure in a medical office</p> <p>\$150 per surgery or procedure in an outpatient hospital or ambulatory surgery center</p> <p>\$250 per day up to \$750 maximum per inpatient admission for hospital charges</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Reversal of voluntary sterilization</i> 	<p><i>All charges</i></p>	<p><i>All charges</i></p>
<p>Reconstructive surgery</p> <ul style="list-style-type: none"> • Surgery to correct a functional defect • Surgery to correct a condition caused by injury or illness if: <ul style="list-style-type: none"> - it produced a major effect on the member's appearance; and - the condition can reasonably be expected to be corrected by such surgery • Surgery to correct a condition that existed at or from birth and is a significant deviation from the common form or norm. Examples of congenital anomalies are protruding ear deformities; cleft lip; cleft palate; birth marks; and webbed fingers and toes. • All stages of breast reconstruction surgery following a mastectomy, such as: <ul style="list-style-type: none"> - surgery and reconstruction on the other breast to produce a symmetrical appearance; 	<p>\$20 per surgery or procedure in a medical office</p> <p>\$75 per surgery or procedure in an outpatient hospital or ambulatory surgery center</p> <p>\$100 per inpatient admission for hospital charges</p>	<p>\$30 per surgery or procedure in a medical office</p> <p>\$150 per surgery or procedure in an outpatient hospital or ambulatory surgery center</p> <p>\$250 per day up to \$750 maximum per inpatient admission for hospital charges</p>

Reconstructive surgery - continued on next page

Benefit Description	You pay	
Reconstructive surgery (cont.)	High Option	Standard Option
<ul style="list-style-type: none"> - treatment of any physical complications, such as lymphedemas; - breast prostheses and surgical bras and replacements (see <i>Prosthetic devices</i>) <p>Note: If you need a mastectomy, you may choose to have the procedure performed on an inpatient basis and remain in the hospital up to 48 hours after the procedure.</p>	<p>\$20 per surgery or procedure in a medical office</p> <p>\$75 per surgery or procedure in an outpatient hospital or ambulatory surgery center</p> <p>\$100 per inpatient admission for hospital charges</p>	<p>\$30 per surgery or procedure in a medical office</p> <p>\$150 per surgery or procedure in an outpatient hospital or ambulatory surgery center</p> <p>\$250 per day up to \$750 maximum per inpatient admission for hospital charges</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Cosmetic surgery – any surgical procedure (or any portion of a procedure) performed primarily to improve physical appearance and/or treat a mental condition through change in bodily form</i> • <i>Surgeries related to sex transformation</i> 	<p><i>All charges</i></p>	<p><i>All charges</i></p>
Oral and maxillofacial surgery	High Option	Standard Option
<p>Oral surgical procedures, limited to:</p> <ul style="list-style-type: none"> • Reduction of fractures of the jaws or facial bones • Surgical correction of cleft lip, cleft palate or severe functional malocclusion • Removal of stones from salivary ducts • Excision of leukoplakia or malignancies • Excision of cysts and incision of abscesses when done as independent procedures • Medical and surgical treatment of temporomandibular joint (TMJ) disorder (non-dental); and • Other surgical procedures that do not involve the teeth or their supporting structures 	<p>\$20 per surgery or procedure in a medical office</p> <p>\$75 per surgery or procedure in an outpatient hospital or ambulatory surgery center</p> <p>\$100 per inpatient admission for hospital charges</p>	<p>\$30 per surgery or procedure in a medical office</p> <p>\$150 per surgery or procedure in an outpatient hospital or ambulatory surgery center</p> <p>\$250 per day up to \$750 maximum per inpatient admission for hospital charges</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Oral implants and transplants</i> • <i>Procedures that involve the teeth or their supporting structures (such as the periodontal membrane, gingiva, and alveolar bone) except as covered under the accidental dental benefit</i> • <i>Shortening of the mandible or maxillae for cosmetic purposes and</i> • <i>Correction of any malocclusion not listed above</i> 	<p><i>All charges</i></p>	<p><i>All charges</i></p>

Benefit Description	You pay	
Organ/tissue transplants	High Option	Standard Option
<p>Solid organ tissue transplants are limited to:</p> <ul style="list-style-type: none"> • Cornea • Heart • Heart/Lung • Intestinal transplants <ul style="list-style-type: none"> - Small intestine - Small intestine with the liver - Small intestine with multiple organs, such as the liver, stomach, and pancreas • Kidney • Kidney/Pancreas • Liver • Lung: Single/bilateral/lobar • Pancreas 	<p>\$20 per surgery or procedure in a medical office</p> <p>\$75 per surgery or procedure in an outpatient hospital or ambulatory surgery center</p> <p>\$100 per inpatient admission for hospital charges</p>	<p>\$30 per surgery or procedure in a medical office</p> <p>\$150 per surgery or procedure in an outpatient hospital or ambulatory surgery center</p> <p>\$250 per day up to \$750 maximum per inpatient admission for hospital charges</p>
<p>Blood or marrow stem cell transplants are limited to the stages of the following diagnoses: (The medical necessity limitation is considered satisfied if the patient meets the diagnosis and staging description).</p> <ul style="list-style-type: none"> • Allogeneic transplants for <ul style="list-style-type: none"> - Acute lymphocytic or non-lymphocytic (i.e., myelogenous) leukemia - Chronic lymphocytic leukemia/small lymphocytic lymphoma (CLL/SLL) - Advanced Hodgkin’s lymphoma - Advanced non-Hodgkin’s lymphoma - Marrow Failure and Related Disorders (i.e. Fanconi's, PNH, pure red cell aplasia) - Chronic myelogenous leukemia - Hemoglobinopathy - Myelodysplasia/Myelodysplastic syndromes - Severe combined immunodeficiency - Severe or very severe aplastic anemia - Amyloidosis - Paroxysmal Nocturnal Hemoglobinuria • Autologous transplants for <ul style="list-style-type: none"> - Acute lymphocytic or nonlymphocytic (i.e., myelogenous) leukemia - Advanced Hodgkin’s lymphoma - Advanced non-Hodgkin’s lymphoma - Neuroblastoma - Amyloidosis 	<p>\$20 per surgery or procedure in a medical office</p> <p>\$75 per surgery or procedure in an outpatient hospital or ambulatory surgery center</p> <p>\$100 per inpatient admission for hospital charges</p>	<p>\$30 per surgery or procedure in a medical office</p> <p>\$150 per surgery or procedure in an outpatient hospital or ambulatory surgery center</p> <p>\$250 per day up to \$750 maximum per inpatient admission for hospital charges</p>

Benefit Description	You pay	
	High Option	Standard Option
Organ/tissue transplants (cont.)		
<ul style="list-style-type: none"> Autologous tandem transplants for <ul style="list-style-type: none"> Recurrent germ cell tumors (including testicular cancer) Multiple myeloma Denovo myeloma 	\$20 per surgery or procedure in a medical office \$75 per surgery or procedure in an outpatient hospital or ambulatory surgery center \$100 per inpatient admission for hospital charges	\$30 per surgery or procedure in a medical office \$150 per surgery or procedure in an outpatient hospital or ambulatory surgery center \$250 per day up to \$750 maximum per inpatient admission for hospital charges
Blood or marrow stem cell transplants for <ul style="list-style-type: none"> Allogeneic transplants for <ul style="list-style-type: none"> Phagocytic/Hemophagocytic deficiency diseases (e.g., Wiskott-Aldrich syndrome) Autologous transplants for <ul style="list-style-type: none"> Multiple myeloma Testicular, mediastinal, retroperitoneal, and ovarian germ cell tumors <p>Limited Benefits – Autologous blood or bone marrow stem cell transplants for breast cancer and epithelial ovarian cancer may be provided in a National Cancer Institute – or National Institutes of Health-approved clinical trial at a Plan-designated center of excellence and if approved by the Plan’s medical director in accordance with the Plan’s protocols.</p>	\$20 per surgery or procedure in a medical office \$75 per surgery or procedure in an outpatient hospital or ambulatory surgery center \$100 per inpatient admission for hospital charges	\$30 per surgery or procedure in a medical office \$150 per surgery or procedure in an outpatient hospital or ambulatory surgery center \$250 per day up to \$750 maximum per inpatient admission for hospital charges
<ul style="list-style-type: none"> Mini-transplants (nonmyeloablative, reduced intensity conditioning) for covered transplants: Subject to medical necessity Tandem transplants for covered transplants: Subject to medical necessity 	\$20 per surgery or procedure in a medical office \$75 per surgery or procedure in an outpatient hospital or ambulatory surgery center \$100 per inpatient admission for hospital charges	\$30 per surgery or procedure in a medical office \$150 per surgery or procedure in an outpatient hospital or ambulatory surgery center \$250 per day up to \$750 maximum per inpatient admission for hospital charges
Notes: <ul style="list-style-type: none"> We cover related medical and hospital expenses for a living donor when those expenses are directly related to your covered transplant. Unless otherwise authorized by your physician, transplants are covered only at institutions that we designate as “Centers of Excellence” for that specific transplant. Please refer to Section 5(h) Special features for more information on our Centers of Excellence. 		

Organ/tissue transplants - continued on next page

Benefit Description	You pay	
	High Option	Standard Option
Organ/tissue transplants (cont.)		
<ul style="list-style-type: none"> If your physician or the transplant facility determines that you do not satisfy the criteria for receiving the transplant, we will pay only for the covered services and supplies you receive before you are notified of that determination. 		
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <i>Donor screening tests and donor search expenses, except screening blood tests and advanced testing performed for the actual donor</i> <i>Implants of non-human or artificial organs</i> <i>Transplants not listed as covered except when approved by the Clinical Management Committee of the National Transplant Network</i> 	<i>All charges</i>	<i>All charges</i>
Anesthesia	High Option	Standard Option
Professional services provided in – <ul style="list-style-type: none"> Hospital (inpatient) Hospital outpatient department Skilled nursing facility Ambulatory surgical center Office 	Nothing	Nothing

Section 5(c). Services provided by a hospital or other facility, and ambulance services

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care and you must be hospitalized in a Plan facility.
- We have no calendar year deductible for Services provided by a hospital or other facility, and ambulance charges.
- Be sure to read Section 4, *Your cost for covered services* for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- The amounts listed below are for the charges billed by the facility (i.e., hospital or surgical center) or ambulance service for your surgery or care. Any costs associated with the professional charge (i.e., physicians, etc.) are in Sections 5(a) or (b).
- **YOUR PHYSICIAN MUST GET PRECERTIFICATION FOR HOSPITAL STAYS** (except for Maternity stays). Please refer to Section 3 to be sure which services require precertification.

Benefit Description	You pay	
	High Option	Standard Option
<p>Inpatient hospital</p> <p>Room and board, such as:</p> <ul style="list-style-type: none"> • Ward, semiprivate, or intensive care accommodations • General nursing care • Meals and special diets <p>Note: If you want a private room when it is not medically necessary, you pay the additional charge above the semiprivate room rate.</p> <p>Other hospital services and supplies, such as:</p> <ul style="list-style-type: none"> • Operating, recovery, maternity, and other treatment rooms • Prescribed drugs and medicines • Diagnostic laboratory tests, X-rays, and pathology services • Blood and blood products • Dressings, splints, casts, and sterile tray services • Medical supplies and equipment, including oxygen • Anesthetics and anesthesia services • Procurement and storage for approved medically necessary cord blood for a designated recipient 	\$100 per inpatient admission	\$250 per day up to \$750 maximum per inpatient admission
<p>Note: You may receive covered medical hospital services for certain dental procedures if a Plan physician determines that you need to be hospitalized. Section 5(g), Dental benefits, includes more information on the requirements.</p>		

Inpatient hospital - continued on next page
High and Standard Option Section 5(c)

Benefit Description	You pay	
	High Option	Standard Option
Inpatient hospital (cont.)		
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Custodial care and care in an intermediate care facility • Non-covered facilities, such as nursing homes • Personal comfort items, such as telephone, television, barber services, and guest meals and beds • Private nursing care except when medically necessary • Cord blood procurement and storage for possible future need or for yet to be determined Member recipient 	<i>All charges</i>	<i>All charges</i>
Outpatient hospital or ambulatory surgical center		
<ul style="list-style-type: none"> • Operating, recovery, and other treatment rooms • Prescribed drugs and medicines • Lab, X-ray and other diagnostic tests • Procurement and storage of cord blood for approved medically necessary procedures requiring cord blood for a designated recipient • Blood and blood products • Pre-surgical testing • Dressings, casts, and sterile trays • Medical supplies and equipment, including oxygen • Anesthetics and anesthesia service 	\$75 per surgery or procedure in an outpatient hospital or ambulatory surgery center	\$150 per surgery or procedure in an outpatient hospital or ambulatory surgery center
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Procurement and storage of cord blood for possible future need or for yet to be determined Member recipient 	<i>All charges</i>	<i>All charges</i>
Skilled nursing care facility		
<p>Up to 100 days per calendar year when you need full-time skilled nursing care.</p> <p>All necessary services are covered, including:</p> <ul style="list-style-type: none"> • Room and board • General nursing care • Medical social services • Prescribed drugs, biologicals, supplies, and equipment, including oxygen, ordinarily provided or arranged by the skilled nursing facility <p>Note: We waive the additional admission charge if you are admitted to an extended care or skilled nursing facility directly from a hospital inpatient stay.</p>	\$100 per inpatient admission	\$250 per day up to \$750 maximum per inpatient admission

Skilled nursing care facility - continued on next page
High and Standard Option Section 5(c)

Benefit Description	You pay	
Skilled nursing care facility (cont.)	High Option	Standard Option
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Custodial care and care in an intermediate care facility • Personal comfort items, such as telephone, television, barber services, and guest meals and beds 	<p><i>All charges</i></p>	<p><i>All charges</i></p>
Hospice care	High Option	Standard Option
<p>Supportive and palliative care for a terminally ill member:</p> <ul style="list-style-type: none"> • You must reside in the service area • Services are provided: <ul style="list-style-type: none"> - in the home, when a Plan physician determines that it is feasible to maintain effective supervision and control of your care in your home, or - in a Plan-approved hospice facility if approved by the hospice interdisciplinary team. <p>Services include inpatient care, outpatient care, and family counseling. A Plan physician must certify that you have a terminal illness, with a life expectancy of approximately six months or less.</p> <p>Note: Hospice is a program for caring for the terminally ill patient that emphasizes supportive services, such as home care and pain and symptom control, rather than curative care. A person who is terminally ill may elect to receive hospice benefits. These palliative and supportive services include nursing care, medical social services, therapy services for purposes of safety and symptom control, physician services, palliative drugs in accord with our drug formulary guidelines, and short-term inpatient care for pain control and acute and chronic symptom management. We also provide inpatient respite care, counseling and bereavement services. If you make a hospice election, you are not entitled to receive other health care services that are related to the terminal illness. If you have made a hospice election, you may revoke that election at any time, and your standard health benefits will be covered.</p>	<p>Nothing</p>	<p>Nothing</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Independent nursing (<i>private duty nursing</i>) • Homemaker services 	<p><i>All charges</i></p>	<p><i>All charges</i></p>

Benefit Description	You pay	
Ambulance	High Option	Standard Option
<ul style="list-style-type: none"> Local licensed ambulance service when medically necessary <p>Note: See Section 5(d) for emergency services</p>	Nothing	\$100 per service
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <i>Transportation by car, taxi, bus, gurney van, wheelchair van, and any other type of transportation (other than a licensed ambulance), even if it is the only way to travel to a Plan Provider</i> 	<i>All charges</i>	<i>All charges</i>

Section 5(d). Emergency services/accidents

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- We have no calendar year deductible for Emergency services/accidents.
- Be sure to read Section 4, *Your cost for covered services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

What is a medical emergency?

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

What to do in case of emergency:

In a life threatening emergency-call the local emergency system (e.g., the local 911 telephone system). When the operator answers, stay on the phone and answer all questions. If you are not sure whether you are experiencing a medical emergency, please contact our Emergency Line at 1-800-677-1112.

Emergencies within our service area:

Emergency care is provided at Plan Hospitals 24 hours a day, seven days a week.

If you think you have a medical emergency condition and you cannot safely go to a Plan Hospital, call 911 or go to the nearest hospital. Be sure to tell the emergency room personnel that you are a Plan member so they can notify the Plan. You or a family member must notify us within 48 hours, or as soon as is reasonably possible, by calling 703-359-7878 (TTY 703-359-7616) inside the Washington, DC metropolitan area or toll free 1-800-777-7904 (TTY 1-800-700-4901).

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

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

Emergencies outside our service area:

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

If you need to be hospitalized, the Plan must be notified within 48 hours or as soon as is reasonably possible. If a Plan physician believes care can be better provided in a Plan Hospital, we will transfer you when medically feasible, with any ambulance charges covered in full.

You may obtain emergency and urgent care services from Kaiser Permanente medical facilities and providers when you are in the service area of another Kaiser Permanente plan. The facilities will be listed in the local telephone book under Kaiser Permanente. These numbers are available 24 hours a day, seven days a week. You may also obtain information about the location of facilities by calling the dedicated Federal Membership Services department at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380).

Benefit Description	You pay	
Emergency within our service area	High Option	Standard Option
<ul style="list-style-type: none"> Emergency care at a Plan urgent care center 	\$20 per visit	\$30 per visit
<ul style="list-style-type: none"> Emergency care as an outpatient at a hospital, including physicians' services <p>Notes:</p> <ul style="list-style-type: none"> We waive your emergency room copayment if you are directly admitted to a hospital as an inpatient. Your inpatient admission copayment will still apply (See Section 5(c)). Transfers to an observation bed or observation status do not qualify as an admission to a hospital and your emergency room visit copayment will not be waived. 	\$100 per visit	\$100 per visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <i>Elective care or non-emergency care</i> <i>Urgent care at a non-Plan urgent care center</i> 	<i>All charges</i>	<i>All charges</i>
Emergency outside our service area	High Option	Standard Option
<ul style="list-style-type: none"> Emergency care at an urgent care center 	\$20 per visit	\$30 per visit
<ul style="list-style-type: none"> Emergency care as an outpatient at a hospital, including physicians' services <p>Notes:</p> <ul style="list-style-type: none"> We waive your emergency room copayment if you are directly admitted to a hospital as an inpatient. Your inpatient admission copayment will still apply (See Section 5(c)). Transfers to an observation bed or observation status do not qualify as an admission to a hospital and your emergency room visit copayment will not be waived. See Section 5(h) for travel benefit coverage of continuing or follow-up care. 	\$100 per visit	\$100 per visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <i>Elective care or non-emergency care</i> <i>Emergency care provided outside the service area if the need for care could have been foreseen before leaving the service area</i> <i>Medical and hospital costs resulting from a normal full-term delivery of a baby outside the service area</i> 	<i>All charges</i>	<i>All charges</i>

Benefit Description	You pay	
	High Option	Standard Option
<p>Ambulance</p> <p>Licensed ambulance service, including air ambulance, when medically necessary.</p> <p>Notes:</p> <ul style="list-style-type: none"> Coverage is also provided for medically necessary transportation or services rendered as the result of a 911 call, whether or not transport is required. See Section 5(c) for non-emergency service. Service means any time an ambulance is summoned on your behalf. 	Nothing	\$100 per service
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <i>Ambulance services we determine are not medically necessary</i> <i>Transportation by car, bus, gurney van, wheelchair van, minivan, and any other type of transportation (other than a licensed ambulance), even if it is the only way to travel to a provider or facility</i> 	<i>All charges</i>	<i>All charges</i>

Section 5(e). Mental health and substance abuse benefits

When you get our approval for services and follow a treatment plan we approve, cost-sharing and limitations for Plan mental health and substance abuse benefits will be no greater than for similar benefits for other illnesses and conditions.

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary to treat your condition.
- We have no calendar year deductible for Mental health and substance abuse benefits.
- Be sure to read Section 4, *Your cost for covered services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- Plan physicians must provide or arrange your care. Call our Behavioral Health Access Unit at 1-866-530-8778 to make arrangements.
- **YOUR PHYSICIAN MUST GET PRECERTIFICATION FOR HOSPITAL STAYS.** Please refer to Section 3 to be sure which services require precertification.

Benefit Description	You pay	
	High Option	Standard Option
<p>Mental health and substance abuse benefits</p> <p>We cover all diagnostic and treatment services recommended by a Plan mental health or substance abuse provider and contained in a treatment plan that we approve. The treatment plan may include services, drugs, and supplies described elsewhere in this brochure.</p> <p>Notes:</p> <ul style="list-style-type: none"> • We cover the services only when we determine that the care is clinically appropriate to treat your condition, and only when you receive the care as part of a treatment plan developed by a Plan mental health or substance abuse provider. • OPM will base its review of disputes about treatment plans on the treatment plan’s clinical appropriateness. OPM will generally not order us to pay or provide one clinically appropriate treatment in favor of another. 	<p>Your cost-sharing responsibilities are no greater than for other illnesses or conditions.</p>	<p>Your cost-sharing responsibilities are no greater than for other illnesses or conditions.</p>
<p>Diagnosis and treatment of psychiatric conditions, mental illness, or mental disorders. Outpatient services include:</p> <ul style="list-style-type: none"> • Diagnostic evaluation • Crisis intervention and stabilization for acute episodes • Psychological and neuropsychological testing necessary to determine the appropriate psychiatric treatment • Treatment and counseling (including individual and group therapy visits) 	<p>\$10 per primary care office visit</p> <p>\$20 per specialty care office visit</p>	<p>\$20 per primary care office visit</p> <p>\$30 per specialty care office visit</p>

Mental health and substance abuse benefits - continued on next page

Benefit Description	You pay	
Mental health and substance abuse benefits (cont.)	High Option	Standard Option
<ul style="list-style-type: none"> Medication evaluation and management including, but not limited to, methadone maintenance treatment 	\$10 per primary care office visit \$20 per specialty care office visit	\$20 per primary care office visit \$30 per specialty care office visit
Diagnosis and treatment of alcoholism and drug abuse. Outpatient services include: <ul style="list-style-type: none"> Detoxification (medical management of withdrawal from the substance) Treatment and counseling (including individual and group therapy visits) Intensive day treatment Methadone treatment 	\$10 per primary care office visit \$20 per specialty care office visit	\$20 per primary care office visit \$30 per specialty care office visit
Notes: <ul style="list-style-type: none"> You may see a Plan mental health or substance abuse provider for outpatient services without a referral from your primary care physician. See Section 3, <i>How you get care</i>, for information about services requiring our prior approval. Your Plan mental health or substance abuse provider will develop a treatment plan to assist you in improving or maintaining your condition and functional level, or to prevent relapse and will determine which diagnostic and treatment services are appropriate for you. 		
<ul style="list-style-type: none"> Inpatient psychiatric care Inpatient detoxification Acute inpatient substance abuse rehabilitation Notes: <ul style="list-style-type: none"> All inpatient admissions and hospital alternative services treatment programs require approval by a Plan mental health or substance abuse physician. Inpatient services will only be part of a treatment plan when services cannot be provided safely on an outpatient basis or in a less intensive setting than an acute care hospital. 	\$100 per inpatient admission for hospital charges	\$250 per day up to \$750 maximum per inpatient admission for hospital charges
<ul style="list-style-type: none"> Hospital alternative services: partial hospitalization, intensive outpatient psychiatric treatment programs and residential crisis services. 	\$20 per visit; or \$100 per inpatient admission if your treatment is more than 24 continuous hours	\$30 per visit; or \$250 per day up to \$750 maximum per inpatient admission if your treatment is more than 24 continuous hours
<i>Not covered:</i> <ul style="list-style-type: none"> Care that is not clinically appropriate for the treatment of your condition 	<i>All charges</i>	<i>All charges</i>

Mental health and substance abuse benefits - continued on next page

Benefit Description	You pay	
Mental health and substance abuse benefits (cont.)	High Option	Standard Option
<ul style="list-style-type: none"> • <i>Services we have not approved</i> • <i>Intelligence, IQ, aptitude ability, learning disabilities, or interest testing not necessary to determine the appropriate treatment of a psychiatric condition</i> • <i>Evaluation or therapy on court order or as a condition of parole or probation, or otherwise required by the criminal justice system, unless determined by a Plan physician to be medically necessary and appropriate</i> • <i>Services that are custodial in nature</i> • <i>Marital, family, or educational services</i> • <i>Services rendered or billed by a school or a member of its staff</i> • <i>Services provided under a federal, state, or local government program</i> • <i>Psychoanalysis or psychotherapy credited toward earning a degree or furtherance of education or training regardless of diagnosis or symptoms</i> 	<p><i>All charges</i></p>	<p><i>All charges</i></p>

Limitation

We may limit your benefits if you do not obtain a treatment plan.

Section 5(f). Prescription drug benefits

Important things you should keep in mind about these benefits:

- We cover prescribed drugs and medications, as described in the chart beginning on page 53.
- Please remember that all benefits are subject to the definitions, limitations and exclusions in this brochure and we cover them only when we determine they are medically necessary.
- Be sure to read Section 4, *Your cost for covered services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

There are important features you should be aware of. These include:

- **Who can write your prescription.** A licensed Plan provider or licensed Plan dentist must write the prescription. We cover prescriptions written by a non-Plan provider or filled at a non-Plan pharmacy only for emergencies or out-of-area urgent care.
- **Where you can obtain them.** You must fill the prescription at a Plan pharmacy, an affiliated network pharmacy, online at www.kp.org/rxrefill or by the Plan mail order program for certain maintenance medication as specified below. We cover prescriptions written by a non-Plan provider or filled at a non-Plan pharmacy only for covered emergencies as specified in Section 5(d), *Emergency services/accidents*. Plan members called to active military duty (or members in time of national emergency), who need to obtain prescribed medications, should call a Plan pharmacy.
- **We use a formulary.** The medications included in our drug formulary are chosen by a group of Kaiser Permanente physicians, pharmacists and other Plan providers known as the Pharmacy and Therapeutics Committee. The committee meets regularly to consider adding and removing prescription drugs on the drug formulary based on new information or drugs that become available. Drugs on our formulary are called, “preferred drugs”. We cover non-preferred prescription drugs (those not listed on our drug formulary for your condition) if they would otherwise be covered and a Plan provider determines that the drug is medically necessary. You pay higher cost-sharing for non-preferred brand-name drugs prescribed by a Plan provider. If you request a non-preferred generic or brand-name drug when your Plan provider has prescribed a preferred drug, the non-preferred drug is not covered. If you would like information about whether a particular drug or accessory is included in our preferred drug list (formulary), please visit us on line at <http://kp.org/feds>, or call our Federal Member Services Department at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380).
- **These are the dispensing limitations.** We provide up to a 30-day supply for one copayment based upon (a) the prescribed quantity, (b) the standard manufacturer’s package size, (c) specified dispensing limits, (d) the type of drug, and (e) the place of purchase. Drugs to treat sexual dysfunction have dispensing limitations; contact our Federal Membership Services department at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380) for details. Mail order drugs are available anywhere in the United States. Some items are not available through mail order, for example: drugs requiring special handling, which may include professional administration or observation, medications affected by temperature (except insulin), certain drugs that have a significant potential for waste and diversion, controlled substances as determined by state and/or federal regulations, injectables and other products or dosage forms identified by the Pharmacy and Therapeutics Committee. Items available through our mail order pharmacy are subject to change at any time without notice. We provide up to a 90-day supply of maintenance drugs for two mail service delivery copayments when ordered through our Plan’s mail service delivery program. A maintenance drug is a drug that your Plan provider anticipates you will require for 6 months or more to treat a chronic condition. Non-maintenance self-injectable and specialty drugs are limited to a dispensing limit of 30 days and are not available through mail order.
- **A generic equivalent will be dispensed if it is available**, unless your Plan provider specifically requires a brand name drug.
- **Why use generic drugs?** Typically generic drugs cost you and us less money than a brand-name drug. Under federal law, generic and brand-name drugs must meet the same standards for safety, purity, strength, and effectiveness.
- **When you do have to file a claim.** You do not need to file a claim when you receive drugs from a Plan pharmacy. You have to file a claim when you receive drugs from a non-Plan pharmacy for a covered out-of-area emergency as specified in Section 5(d), *Emergency services/accidents*. For information about how to file a claim, see Section 7, *Filing a claim for covered services*.

Benefit Description	You pay	
Covered medications and supplies	High Option	Standard Option
<p>We cover the following medications and supplies prescribed by a Plan physician or Plan dentist and obtained from a Plan pharmacy, an affiliated network pharmacy, or through the Plan’s mail service delivery program:</p> <ul style="list-style-type: none"> • Drugs and medicines that, by federal law, require a prescription for their purchase, except those listed as <i>Not covered</i> • Insulin • Diabetic supplies, including Glucose test strips, test tape and Acetone test tablets • Disposable needles and syringes for the administration of covered insulin • Contraceptive drugs • Diaphragms • Intrauterine devices (IUDs) • Implanted time-release contraceptive drugs • Other implanted time-release drugs • Injectable contraceptive drugs • Self-injectable drugs, other than ovulation stimulants • Self-administered chemotherapeutic drugs and oral chemotherapeutic agents • Self-administered post-surgical immunosuppressant outpatient drugs required as a result of a covered transplant • Growth hormone therapy (GHT) – for treatment of children with growth hormone deficiency • Tobacco cessation <ul style="list-style-type: none"> - Except for a drug that may be obtained over-the-counter without a prescription, benefits will be provided for any drug that is approved by the United States Food and Drug Administration as an aid for the cessation of the use of tobacco products; and - Benefits will also be provided for two (2) ninety (90) day courses of Nicotine Replacement Therapy per calendar year. <p>Notes:</p> <ul style="list-style-type: none"> • The brand name drug copayment will apply to single source generic products. For compound drugs, you will be charged your applicable generic or brand name drug copayment depending on the compounded product’s main ingredient, whether the main ingredient is a generic or brand name drug. 	<p>30-day supply at a Plan medical center pharmacy: \$7 per prescription or refill for generic drugs; or \$30 per prescription or refill for preferred brand-name drugs; or \$45 per prescription or refill for non-preferred brand-name drugs</p> <p>30-day supply at an affiliated network pharmacy: \$17 per prescription or refill for generic drugs; or \$50 per prescription or refill for preferred brand-name drugs; or \$65 per prescription or refill for non-preferred brand-name drugs</p> <p>30-day supply through our mail service delivery program: \$5 per prescription or refill for generic drugs; or \$28 per prescription or refill for preferred brand-name drugs; or \$43 per prescription or refill for non-preferred brand-name drugs</p> <p>90-day supply of maintenance drugs through our mail service delivery program: \$10 per prescription or refill for generic drugs; or \$56 per prescription or refill for preferred brand-name drugs; or \$86 per prescription or refill for non-preferred brand-name drugs</p>	<p>30-day supply at a Plan medical center pharmacy: \$12 per prescription or refill for generic drugs; or \$35 per prescription or refill for preferred brand-name drugs; or \$50 per prescription or refill for non-preferred brand-name drugs</p> <p>30-day supply at an affiliated network pharmacy: \$22 per prescription or refill for generic drugs; or \$55 per prescription or refill for preferred brand-name drugs; or \$70 per prescription or refill for non-preferred brand-name drugs</p> <p>30-day supply through our mail service delivery program: \$10 per prescription or refill for generic drugs; or \$33 per prescription or refill for preferred brand-name drugs; or \$48 per prescription or refill for non-preferred brand-name drugs</p> <p>90-day supply of maintenance drugs through our mail service delivery program: \$20 per prescription or refill for generic drugs; or \$66 per prescription or refill for preferred brand-name drugs; or \$96 per prescription or refill for non-preferred brand-name drugs</p>

Covered medications and supplies - continued on next page

Benefit Description	You pay	
Covered medications and supplies (cont.)	High Option	Standard Option
<ul style="list-style-type: none"> • A compound drug is one in which two or more drugs or pharmaceutical agents are combined together. We limit coverage to products listed in our drug formulary or when one of the ingredients requires a prescription by law. • Nicotine Replacement Therapy means a product that: <ul style="list-style-type: none"> - is used to deliver nicotine to an individual attempting to cease the use of tobacco products; and - is obtained under a prescription written by an authorized prescriber. • Non-maintenance self-injectables are limited to a dispensing limit of 30 days . 	<p>30-day supply at a Plan medical center pharmacy: \$7 per prescription or refill for generic drugs; or \$30 per prescription or refill for preferred brand-name drugs; or \$45 per prescription or refill for non-preferred brand-name drugs</p> <p>30-day supply at an affiliated network pharmacy: \$17 per prescription or refill for generic drugs; or \$50 per prescription or refill for preferred brand-name drugs; or \$65 per prescription or refill for non-preferred brand-name drugs</p> <p>30-day supply through our mail service delivery program: \$5 per prescription or refill for generic drugs; or \$28 per prescription or refill for preferred brand-name drugs; or \$43 per prescription or refill for non-preferred brand-name drugs</p> <p>90-day supply of maintenance drugs through our mail service delivery program: \$10 per prescription or refill for generic drugs; or \$56 per prescription or refill for preferred brand-name drugs; or \$86 per prescription or refill for non-preferred brand-name drugs</p>	<p>30-day supply at a Plan medical center pharmacy: \$12 per prescription or refill for generic drugs; or \$35 per prescription or refill for preferred brand-name drugs; or \$50 per prescription or refill for non-preferred brand-name drugs</p> <p>30-day supply at an affiliated network pharmacy: \$22 per prescription or refill for generic drugs; or \$55 per prescription or refill for preferred brand-name drugs; or \$70 per prescription or refill for non-preferred brand-name drugs</p> <p>30-day supply through our mail service delivery program: \$10 per prescription or refill for generic drugs; or \$33 per prescription or refill for preferred brand-name drugs; or \$48 per prescription or refill for non-preferred brand-name drugs</p> <p>90-day supply of maintenance drugs through our mail service delivery program: \$20 per prescription or refill for generic drugs; or \$66 per prescription or refill for preferred brand-name drugs; or \$96 per prescription or refill for non-preferred brand-name drugs</p>
<ul style="list-style-type: none"> • Clinically administered post-surgical immunosuppressant outpatient drugs required as a result of a covered transplant • Intravenous fluids and medications for home use • Clinically administered chemotherapy drugs 	Nothing	Nothing
<ul style="list-style-type: none"> • Amino acid-based elemental formula (drugs, supplies and supplements), regardless of delivery method, for the diagnosis and treatment of: <ul style="list-style-type: none"> - Congenital errors of amino acid metabolism; 	25% of our allowance	25% of our allowance

Covered medications and supplies - continued on next page

Benefit Description	You pay	
Covered medications and supplies (cont.)	High Option	Standard Option
<ul style="list-style-type: none"> - Immunoglobulin E and non-Immunoglobulin E mediated allergies to multiple food proteins; - Severe food protein induced enterocolitis syndrome; - Eosinophilic disorders, as evidenced by the results of a biopsy; and - Impaired absorption of nutrients caused by disorders affecting the absorptive surface, functional length, and motility of the gastrointestinal tract <p>Notes:</p> <ul style="list-style-type: none"> • Coverage shall be provided if the ordering physician has issued a written order stating that amino acid-based elemental formula is medically necessary for the treatment of a disease or disorder listed above. • The Plan may review the ordering physician’s determination of the medical necessity of the amino acid-based elemental formula for the treatment of a disease or disorders listed above. 	25% of our allowance	25% of our allowance
<ul style="list-style-type: none"> • Weight management drugs for treatment of morbid obesity • Fertility drugs for covered infertility treatments • Sexual dysfunction drugs 	50% of our allowance	50% of our allowance
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Drugs or supplies for cosmetic purposes</i> • <i>Drugs to enhance athletic performance</i> • <i>Prescriptions filled at a non-Plan pharmacy, except for out-of-area emergencies as described in Section 5(d), Emergency services/accidents</i> • <i>Vitamins and nutritional supplements that can be purchased without a prescription</i> • <i>Nonprescription drugs, unless they are included in our drug formulary</i> • <i>Medical supplies such as dressings and antiseptics, except as listed above</i> • <i>Drugs to shorten the duration of the common cold</i> • <i>Any requested packaging of drugs other than the dispensing pharmacy’s standard packaging</i> • <i>Replacement of lost, stolen, or damaged prescription drugs and accessories</i> • <i>Drugs related to non-covered services</i> • <i>Drugs for the promotion, prevention, or other treatment of hair loss or growth</i> 	<i>All charges</i>	<i>All charges</i>

Covered medications and supplies - continued on next page

High and Standard Option

Benefit Description	You pay	
Covered medications and supplies (cont.)	High Option	Standard Option
<ul style="list-style-type: none"><i>Dental prescriptions other than those prescribed for pain relief or antibiotics</i>	<i>All charges</i>	<i>All charges</i>

Section 5(g). Dental benefits

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- If you are enrolled in a Federal Employees Dental/Vision Insurance Program (FEDVIP) Dental Plan, your FEHB Plan will be First/Primary payor of any Benefit payments and your FEDVIP Plan is secondary to your FEHB Plan. See Section 9, *Coordinating benefits with other coverage*.
- Plan dentists must provide or arrange your care, except as described under emergency dental services. Dominion Dental Services USA, Inc. (DOMINION) will provide or arrange for the provision of covered dental services to you through Participating Dental Providers.
- We cover hospitalization for dental procedures only when a non-dental physical impairment exists which makes hospitalization necessary to safeguard the health of the patient. See Section 5(c), *Hospital benefits*, for inpatient hospital benefits. We do not cover the dental procedure unless it is described below.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- **YOUR DENTAL PROVIDER MUST GET PRECERTIFICATION FOR DENTAL SERVICES COVERED UNDER THE MEDICAL PLAN.** Please refer to Section 3, *Services requiring our prior approval*, to be sure which services require precertification.

Benefit Description	You pay	
	High Option	Standard Option
Accidental injury benefit		
<p>We cover services to promptly repair (but not replace) a sound, natural tooth if:</p> <ul style="list-style-type: none"> • damage is due to an accidental injury from trauma to the mouth from violent contact with an external object, • the tooth has not been restored previously, and • the tooth has not been weakened by decay, periodontal disease, or the existing dental pathology. <p>Note: Services will be covered when started within 60 days and provided within 12 months of the accidental injury.</p>	<p>\$10 per primary care office visit</p> <p>\$20 per specialty care office visit</p> <p><i>All charges</i> in excess of \$2,000 per member per accident</p>	<p>\$20 per primary care office visit</p> <p>\$30 per specialty care office visit</p> <p><i>All charges</i> in excess of \$2,000 per member per accident</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Services for conditions caused by an accidental injury occurring before your eligibility date</i> 	<i>All charges</i>	<i>All charges</i>

Benefit Description	You pay	
	High Option	Standard Option
<p>Other dental benefits</p> <p>General anesthesia and associated hospital or ambulatory surgery facility charges, in conjunction with dental care, are covered for members:</p> <ul style="list-style-type: none"> • 7 years of age or younger, who: <ul style="list-style-type: none"> - are developmentally disabled - for whom a successful result cannot be expected from dental care provided under local anesthesia because of a physical, intellectual, or other medically compromising condition, - for whom a superior result can be expected from dental care provided under general anesthesia • 17 years of age or younger, and extremely uncooperative, fearful, or uncommunicative with dental needs of such magnitude that treatment should not be delayed or deferred; and whom a lack of treatment can be expected to result in oral pain, infection, loss of teeth, or other increased oral or dental morbidity • 17 and older, whose medical condition requires that dental service be performed in a hospital or ambulatory surgical center for their safety (e.g., heart disease and hemophilia) • Requiring orthodontia services as a result of cleft lip and/or cleft palate. <p>Note: Dental care must be provided by a fully accredited specialist in pediatric dentistry, a fully accredited specialist in oral and maxillofacial surgery, or a dentist for whom hospital privileges have been granted.</p>	<p>\$10 per primary care office visit</p> <p>\$20 per specialty care office visit</p> <p>\$75 per outpatient surgery</p> <p>\$100 per inpatient admission</p>	<p>\$20 per primary care office visit</p> <p>\$30 per specialty care office visit</p> <p>\$150 per outpatient surgery</p> <p>\$250 per day up to \$750 maximum per inpatient admission</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>The dentist's or specialist's professional services</i> • <i>Dental care for temporal mandibular joint (TMJ) disorders</i> • <i>Lab fees associated with cysts that are considered dental according to our medical guidelines</i> 	<p><i>All charges</i></p>	<p><i>All charges</i></p>
<p>Discounted dental benefits</p> <p>Preventive dental services when provided by a Plan dentist, such as:</p> <ul style="list-style-type: none"> • Oral examinations • Routine semi-annual cleaning • Bitewing x-rays • Topical fluoride 	<p>\$30 per office visit</p>	<p>\$30 per office visit</p>

Discounted dental benefits - continued on next page

Benefit Description	You pay	
Discounted dental benefits (cont.)	High Option	Standard Option
<p>Other covered dental services when provided by a Plan dentist.</p> <p>Note: All dental procedures listed in the schedule of discounted fees are covered dental services. When you receive any of the listed procedures from a Participating Dental Provider, you will pay the fee listed next to the procedure description for that service. The Participating Dental Provider has agreed to accept that fee as payment in full for that procedure. Neither Kaiser Permanente nor DOMINION are liable for payment of these fees or for any fees incurred as the result of receipt of non-covered dental services.</p>	<p>See Kaiser Permanente Dental Plan Provider Directory for schedule of discounted dental fees</p>	<p>See Kaiser Permanente Dental Plan Provider Directory for schedule of discounted dental fees</p>
<p>Dental emergencies outside our service area</p> <p>Notes:</p> <ul style="list-style-type: none"> We cover emergency dental treatment required to alleviate pain, bleeding, or swelling. If post-emergency care is required, you must receive all post-emergency care from your Participating Dental Provider. 	<p><i>All charges</i>, not to exceed \$50 per incident</p>	<p><i>All charges</i>, not to exceed \$50 per incident</p>
<p>Notes:</p> <ul style="list-style-type: none"> You may select a Participating Dental Provider, who is a “general dentist”, from whom you and your eligible family members will receive covered dental services. For specialty care, your general dentist must refer you to a specialist who is a Participating Dental Provider. For a complete list of covered dental services, a schedule of discounted dental fees, limitations, exclusions and a directory of Participating Dental Providers, refer to your Kaiser Permanente Dental Plan booklet. You can obtain a Dental Plan booklet by calling our Federal Member Services Department at 1-877-KP4-FEDS (1-877-574-3337), (TTY 301-879-6380). For assistance concerning dental coverage questions or for help finding a Participating Dental Provider, contact DOMINION Member Services, Monday through Friday from 7:30 am to 6:00 pm at 703-518-5338 or toll-free at 1-888-518-5338 (TTY 1-800-688-4889), or at www.IP-RELAY.com. 		

Section 5(h). Special features

Feature	Description
Flexible benefits option	<p>Under the flexible benefits option, we determine the most effective way to provide services.</p> <ul style="list-style-type: none"> • We may identify medically appropriate alternatives to traditional care and coordinate other benefits as a less costly alternative benefit. If we identify a less costly alternative, we will ask you sign an alternative benefits agreement that will include all of the following terms. Until you sign and return the agreement, regular contract benefits will continue. • Alternative benefits will be made available for a limited time period and are subject to our ongoing review. You must cooperate with the review process. • By approving an alternative benefit, we cannot guarantee you will get it in the future. • The decision to offer an alternative benefit is solely ours, and except as expressly provided in the agreement, we may withdraw it at any time and resume regular contract benefits. • If you sign the agreement, we will provide the agreed-upon alternative benefits for the stated time period (unless circumstances change). You may request an extension of the time period, but regular benefits will resume if we do not approve your request. • Our decision to offer or withdraw alternative benefits is not subject to OPM review under the disputed claims process.
24 hour advice line	<p>For any of your health concerns, 24 hours a day, 7 days a week, you may call 703-359-7878 (TTY 703-359-7616) inside the Washington, DC metropolitan area or 1-800-777-7904 (TTY 1-800-700-4901) outside the Washington, DC metropolitan area and talk with a registered nurse who can help assess medical symptoms and provide advice over the phone, when medically appropriate.</p>
Centers of Excellence	<p>The Centers of Excellence program began in 1987. As new technologies proliferate and become the standard of care, Kaiser Permanente refers members to contracted “Centers of Excellence” for certain specialized medical procedures.</p> <p>We have developed a nationally contracted network of Centers of Excellence for organ transplantation, which consists of medical facilities that have met stringent criteria for quality care in specific procedures. A national clinical and administrative team has developed guidelines for site selection, site visit protocol, volume and survival criteria for evaluation and selection of facilities. The institutions have a record of positive outcomes and exceptional standards of quality.</p>
Services for the deaf, hard of hearing or speech impaired	<p>We provide TTY/text telephone numbers: 703-359-7616 inside the Washington, DC metropolitan area or 1-800-700-4901 outside the Washington DC Metropolitan area. Sign language services are also available.</p>
Services from other Kaiser Permanente or allied plans	<p>When you visit a different Kaiser Foundation Health Plan or allied plan service area temporarily (not more than 90 days), you can receive visiting member care from designated providers in that area. Visiting member care is described in our visiting member brochure. Visiting member care and your out-of-pocket costs may differ from the covered services, copayments and coinsurance described in this FEHB brochure. The 90-day limit on visiting member care does not apply to a dependent child who attends an accredited college or accredited vocational school.</p> <p>Please call our dedicated Federal Member Services department at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380) to receive more information about visiting member care, including facility locations in other service areas. Service areas and facilities where you may obtain visiting member care may change at any time.</p>

Feature	Description
<p>Travel benefit</p>	<p>Kaiser Permanente’s travel benefits for Federal employees provides you with outpatient follow-up and/or continuing medical and mental health and substance abuse care when you are temporarily (for example, on a temporary work assignment or attending school) outside your home service area by more than 100 miles and outside of any other Kaiser Permanente service area. These benefits are in addition to your emergency services/ accident benefit and include:</p> <ul style="list-style-type: none"> • Outpatient follow-up care necessary to complete a course of treatment after a covered emergency. Services include removal of stitches, a catheter, or a cast. • Outpatient continuing care for covered services for conditions diagnosed and treated within the previous 90 days by a Kaiser Permanente health care provider or affiliated Plan provider. Services include dialysis and prescription drug monitoring. <p>You pay \$25 for each follow-up or continuing care office visit. This amount will be deducted from the reimbursement we make to you or to the provider. We limit our payment for this travel benefit to no more than \$1,200 each calendar year. For more information about this benefit you should contact the Plan’s dedicated Federal Member Services Department at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380). File claims as shown in Section 7.</p> <p><i>The following are a few examples of services not included in your travel benefits coverage:</i></p> <ul style="list-style-type: none"> • Non-emergency hospitalization • Infertility treatments • Medical and hospital costs resulting from a normal full-term delivery of a baby outside the service area • Transplants • Durable medical equipment (DME) • Prescription drugs • Home health services

Non-FEHB benefits available to Plan members

The benefits on this page are not part of the FEHB contract or premium, and you cannot file an FEHB disputed claim about them. Fees you pay for these services do not count toward FEHB deductibles or catastrophic protection out-of-pocket maximums. These programs and materials are the responsibility of the plan, and all complaints must follow their guidelines. For additional information contact the plan at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380).

Medicare Prepaid Plan Enrollment

We offer Medicare recipients the opportunity to enroll in our Plan through Medicare. Annuitants and former spouses with FEHB coverage and Medicare Parts A and B or Part B only may elect to either drop their FEHB coverage and enroll in a Medicare prepaid plan or remain enrolled in the FEHB Program and simultaneously enroll in the Medicare prepaid plan when one is available in their area. If you choose to disenroll from the FEHB Program you may then later re-enroll in the FEHB Program. Before you drop your FEHB coverage and apply for coverage in the Medicare prepaid plan, please contact us at 301-816-6143 (TTY 1-866-513-0008).

Expanded Dental Benefits

We are pleased to offer you the choice of enhancing the Kaiser Permanente discounted dental benefit described in Section 5 (g). You may purchase an optional Delta Dental program that provides additional coverage at a low cost for a wider range of dental services. Delta Dental has the largest dentist network in the country. You may choose any dentist you wish, but you usually save money by visiting a Delta Dental participating dentist. This enhanced dental plan is only available to you when you are enrolled in Kaiser Permanente's FEHB plan.

To obtain more information about the Delta Dental program, please refer to the materials included with your Kaiser Permanente enrollment kit or call Delta Dental at 1-800-932-0783. You may enroll or disenroll in Delta Dental during the FEHB Open Season or at the same time you are allowed to make enrollment changes in Kaiser Permanente's Standard or High Option. Please note that payroll deduction is not available for the Delta Dental program. If you enroll, you will make the following monthly premium payments directly to Delta Dental:

Monthly Premiums:	
Employee Only	\$19.55
Employee and One Dependent	\$35.45
Employee and Family	\$55.59

Healthy Living Programs

In order to maximize your overall health and wellness, we also offer you discounted fitness memberships, special low prices on NutriSystem® and exclusive discounts on at-home fitness equipment and videos. With GlobalFit, joining a gym has never been easier -- or cheaper. You can choose from nearly 10,000 fitness centers from well-known national chains to independent clubs all with the lowest rates and most flexible membership options. To search for a health club near you or for more information on NutriSystem® or exercise equipment and videos, contact GlobalFit at 1-800-294-1500 or visit them on the web at www.globalfit.com/Kaiser.

Health Education Classes

In order to aid members in their quest for better health, the Plan makes available a variety of general health education classes such as prenatal, weight management, smoking cessation and stress management classes. To take advantage of these services, a member need only identify himself/herself as a Plan member by showing his/her ID card and pay the providers' fee at the time of service.

Section 6. General exclusions – things we don't cover

The exclusions in this section apply to all benefits. There may be other exclusions and limitations listed in Section 5 of this brochure. **Although we may list a specific service as a benefit, we will not cover it unless your Plan doctor determines it is medically necessary to prevent, diagnose, or treat your illness, disease, injury, or condition.**

We do not cover the following:

- When a service is not covered, all services, drugs, or supplies related to the non-covered service are excluded from coverage, except services we would otherwise cover to treat complications of the non-covered service;
- Care by non-Plan providers except for authorized referrals, emergencies, travel benefit, or services from other Kaiser Permanente plans (see Emergency services/accidents and Special features);
- Services, drugs, or supplies you receive while you are not enrolled in this Plan;
- Services, drugs, or supplies not medically necessary;
- Services, drugs, or supplies not required according to accepted standards of medical, dental, or psychiatric practice;
- Experimental or investigational procedures, treatments, drugs or devices (see specifics regarding transplants);
- Services, drugs, or supplies related to abortions, except when the life of the mother would be endangered if the fetus were carried to term, or when the pregnancy is the result of an act of rape or incest;
- Services, drugs, or supplies you receive without charge while in active military service;
- Services, drugs, or supplies related to sex transformations; or
- Services, drugs, or supplies you receive from a provider or facility barred from the FEHB Program.

Section 7. Filing a claim for covered services

When you see Plan physicians, receive services at Plan hospitals and facilities, or obtain your prescription drugs at Plan pharmacies, you will not have to file claims. Just present your identification card and pay your copayment or coinsurance.

You will only need to file a claim when you receive emergency services from non-plan providers. Sometimes these providers bill us directly. Check with the provider. If you need to file the claim, here is the process:

Medical, hospital and drug benefits

In most cases, providers and facilities file claims for you. Physicians must file on the form CMS-1500, Health Insurance Claim Form. Your facility will file on the UB-04 form. For claims questions and assistance, call us at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380).

When you must file a claim – such as for services you received outside the Plan’s service area – submit it on the CMS-1500 or a claim form that includes the information shown below. Bills and receipts should be itemized and show:

- Covered member’s name and ID number;
- Name and address of the physician or facility that provided the service or supply;
- Dates you received the services or supplies;
- Diagnosis;
- Type of each service or supply;
- The charge for each service or supply;
- A copy of the explanation of benefits, payments, or denial from any primary payor – such as the Medicare Summary Notice (MSN); and
- Receipts, if you paid for your services.

Submit your claims to:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
Attention: Claims Department
P.O. Box 6233
Rockville, Maryland 20849-6233

Deadline for filing your claim

Send us all of the documents for your claim as soon as possible. You must submit the claim by December 31 of the year after the year you received the service, unless timely filing was prevented by administrative operations of Government or legal incapacity, provided the claim was submitted as soon as reasonably possible.

When we need more information

Please reply promptly when we ask for additional information. We may delay processing or deny benefits for your claim if you do not respond.

Section 8. The disputed claims process

Follow this Federal Employees Health Benefits Program disputed claims process if you disagree with our decision on your claim or request for services, drugs, or supplies – including a request for precertification/prior approval required by Section 3.

Step	Description
1	<p>Ask us in writing to reconsider our initial decision. You must:</p> <ol style="list-style-type: none">Write to us within 6 months from the date of our decision; andSend your request to us at: Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., 2101 East Jefferson Street, Rockville, MD 20852, Attn: Member Services Appeals Unit; andInclude a statement about why you believe our initial decision was wrong, based on specific benefit provisions in this brochure; andInclude copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms.
2	<p>We have 30 days from the date we receive your request to:</p> <ol style="list-style-type: none">Pay the claim (or, if applicable, arrange for the health care provider to give you the care); orWrite to you and maintain our denial - go to step 4; orAsk you or your provider for more information. If we ask your provider, we will send you a copy of our request—go to step 3.
3	<p>You or your provider must send the information so that we receive it within 60 days of our request. We will then decide within 30 more days.</p> <p>If we do not receive the information within 60 days, we will decide within 30 days of the date the information was due. We will base our decision on the information we already have.</p> <p>We will write to you with our decision.</p>
4	<p>If you do not agree with our decision, you may ask OPM to review it.</p> <p>You must write to OPM within:</p> <ul style="list-style-type: none">90 days after the date of our letter upholding our initial decision; or120 days after you first wrote to us - if we did not answer that request in some way within 30 days; or120 days after we asked for additional information. <p>Write to OPM at: United States Office of Personnel Management, Insurance Services Programs, Health Insurance Group 3, 1900 E Street, NW, Washington, DC 20415-3630.</p> <p>Send OPM the following information:</p> <ul style="list-style-type: none">A statement about why you believe our decision was wrong, based on specific benefit provisions in this brochure;Copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms;Copies of all letters you sent to us about the claim;Copies of all letters we sent to you about the claim; andYour daytime phone number and the best time to call. <p>Note: If you want OPM to review more than one claim, you must clearly identify which documents apply to which claim.</p>

Note: You are the only person who has a right to file a disputed claim with OPM. Parties acting as your representative, such as medical providers, must include a copy of your specific written consent with the review request.

Note: The above deadlines may be extended if you show that you were unable to meet the deadline because of reasons beyond your control.

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OPM will review your disputed claim request and will use the information it collects from you and us to decide whether our decision is correct. OPM will send you a final decision within 60 days. There are no other administrative appeals.

If you do not agree with OPM's decision, your only recourse is to sue. If you decide to sue, you must file the suit against OPM in Federal court by December 31 of the third year after the year in which you received the disputed services, drugs, or supplies or from the year in which you were denied precertification or prior approval. This is the only deadline that may not be extended.

OPM may disclose the information it collects during the review process to support their disputed claim decision. This information will become part of the court record.

You may not sue until you have completed the disputed claims process. Further, Federal law governs your lawsuit, benefits, and payment of benefits. The Federal court will base its review on the record that was before OPM when OPM decided to uphold or overturn our decision. You may recover only the amount of benefits in dispute.

Note: **If you have a serious or life threatening condition** (one that may cause permanent loss of bodily functions or death if not treated as soon as possible), and

a) We haven't responded yet to your initial request for care or precertification/prior approval, then call us Monday through Friday at 1-877-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380). Weekends and holidays, please call 703-359-7878 (TTY 703-359-7616) inside the Washington, DC metropolitan area or 1-800-777-7904 (TTY 1-800-700-4901) outside the Washington, DC metropolitan area. We will expedite our review; or

b) We denied your initial request for care or precertification/prior approval, then:

– If we expedite our review and maintain our denial, we will inform OPM so that they can give your claim expedited treatment too, or

– You may call OPM's Health Insurance Group 3 at 202-606-0737 between 8 a.m. and 5 p.m. eastern time.

Section 9. Coordinating benefits with other coverage

When you have other health coverage

You must tell us if you or a covered family member has coverage under any other health plan or has automobile insurance that pays health care expenses without regard to fault. This is called “double coverage.”

When you have double coverage, one plan normally pays its benefits in full as the primary payor and the other plan pays a reduced benefit as the secondary payor. We, like other FEHB plans, coordinate benefits with other coverage according to the National Association of Insurance Commissioners’ guidelines.

When we are the primary payor, we will pay the benefits described in this brochure.

When we are the secondary payor, we will determine our allowance. After the primary plan pays, we will pay what is left of our allowance, up to our regular benefit. We will not pay more than our allowance. If we are the secondary payor, and you received your services from Plan providers, we may bill the primary carrier.

What is Medicare?

Medicare is a health insurance program for:

- People 65 years of age or older;
- Some people with disabilities under 65 years of age; and
- People with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

Medicare has four parts:

- **Part A (Hospital Insurance).** Most people do not have to pay for Part A. If you or your spouse worked for at least 10 years in Medicare-covered employment, you should be able to qualify for premium-free Part A insurance. (If you were a Federal employee at any time both before and during January 1983, you will receive credit for your Federal employment before January 1983.) Otherwise, if you are age 65 or older, or under age 65 and disabled, you may be able to buy it. Contact **1-800-MEDICARE (1-800-633-4227) (TTY 1-877-468-2048)** for more information.
- **Part B (Medical Insurance).** Most people pay monthly for Part B. Generally, Part B premiums are withheld from your monthly Social Security check or your retirement check.
- **Part C (Medicare Advantage).** You may enroll in another plan’s Medicare Advantage plan to get your Medicare benefits. We offer a Medicare managed care plan, Kaiser Permanente Medicare Plus for Federal Members (Medicare Cost). Please review the information about Medicare managed care plans on page xx.
- **Part D (Medicare prescription drug coverage).** There is a monthly premium for Part D coverage. However, when you are enrolled in Kaiser Permanente Medicare Plus for Federal Members, Part D is included in your plan; no separate premium applies. If you have limited savings and a low income, you may be eligible for Medicare’s Low-Income Benefits. For people with limited income and resources, extra help in paying for a Medicare prescription drug plan is available. Information regarding this program is available through the Social Security Administration (SSA). For more information about this extra help, visit SSA online at www.socialsecurity.gov, or call them at **1-800-772-1213 (TTY 1-800-325-0778)**. Before enrolling in Medicare Part D, please review the important disclosure notice from us about the FEHB prescription drug coverage and Medicare. The notice is on the first inside page of this brochure. The notice will give you guidance on enrolling in Medicare Part D.

- **Should I enroll in Medicare?**

The decision to enroll in Medicare is yours. We encourage you to apply for Medicare benefits 3 months before you turn age 65. It's easy. Just call the Social Security Administration toll-free number **1-800-772-1213 (TTY 1-800-325-0778)** to set up an appointment to apply. If you do not apply for one or more Parts of Medicare, you can still be covered under the FEHB Program.

If you can get premium-free Part A coverage, we advise you to enroll in it. Most Federal employees and annuitants are entitled to Medicare Part A at age 65 **without cost**. When you don't have to pay premiums for Medicare Part A, it makes good sense to obtain the coverage. It can reduce your out-of-pocket expenses as well as costs to the FEHB, which can help keep FEHB premiums down.

Everyone is charged a premium for Medicare Part B coverage. The Social Security Administration can provide you with premium and benefit information. Review the information and decide if it makes sense for you to buy the Medicare Part B coverage.

If you are eligible for Medicare, you may have choices in how you get your health care. Medicare Advantage or another Medicare managed care plan are the terms used to describe the various private health plan choices available to Medicare beneficiaries. The information in the next few pages shows how we coordinate benefits with Medicare, depending on whether you are in the Original Medicare Plan or a private Medicare Advantage plan or another Medicare managed care plan.

- **If you enroll in Medicare Part B**

If you enroll in Medicare Part B, we require you to assign your Medicare Part B benefits to the Plan for its services. Assigning your benefits means you give the Plan written permission to bill Medicare on your behalf for covered services you receive in network. You do not lose any benefits or entitlements as a result of assigning your Medicare Part B benefits.

- **The Original Medicare Plan (Part A or Part B)**

The Original Medicare Plan (Original Medicare) is available everywhere in the United States. It is the way everyone used to get Medicare benefits and is the way most people get their Medicare Part A and Part B benefits now. You may go to any doctor, specialist, or hospital that accepts Medicare. The Original Medicare Plan pays its share and you pay your share.

When you are enrolled in Original Medicare along with this Plan, you still need to follow the rules in this brochure for us to cover your care.

If a physician does not participate in Medicare, you will have to file a claim with Medicare. This does not apply if you receive your care from Kaiser Permanente providers.

Claims process when you have the Original Medicare Plan – You will probably not need to file a claim form when you have both our Plan and the Original Medicare Plan.

When we are the primary payor, we process the claim first.

When Original Medicare is the primary payor, Medicare processes your claim first. In most cases, your claim will be coordinated automatically and we will then provide secondary benefits for covered charges. To find out if you need to do something to file your claim, call us toll free, at 1-800-KP4-FEDS (1-877-574-3337) (TTY 301-879-6380), 7 a.m. to 5:30 p.m., Monday through Friday, or visit our Web site at <http://kp.org/feds>.

We do not waive any costs if the Original Medicare Plan is your primary payor.

- **Tell us about your Medicare coverage**

You must tell us if you or a covered family member has Medicare coverage, and let us obtain information about services denied or paid under Medicare if we ask. You must also tell us about other coverage you or your covered family members may have, as this coverage may affect the primary/secondary status of this Plan and Medicare.

- **Medicare Advantage (Part C)**

If you are eligible for Medicare, you may choose to enroll in and get your Medicare benefits from a Medicare Advantage or a Medicare Managed Care plan. These are private health care choices (like HMOs and regional PPOs) in some areas of the country. To learn more about Medicare Advantage plans, contact Medicare at **1-800-MEDICARE (1-800-633-4227) (TTY 1-877-486-2048)** or at www.medicare.gov.

If you enroll in a Medicare Advantage plan, the following options are available to you:

This Plan and our Medicare Managed Care plan: We offer a Medicare Managed Care (Medicare Cost) plan known as Kaiser Permanente Medicare Plus for Federal Members. Medicare Plus for Federal Members enhances your FEHB coverage by lowering cost sharing for some services and/or adding benefits. If you have Medicare Parts A and B, or Medicare Part B only, you can enroll in Medicare Plus for Federal Members with no increase to your FEHB or Kaiser Permanente premium. Your enrollment is in addition to your FEHB High Option or Standard Option enrollment. If you are already a member of Medicare Plus for Federal Members and would like to understand your additional benefits in more detail, please refer to your Medicare Plus for Federal Members Evidence of Coverage. If you are considering enrolling in Medicare Plus for Federal Members, please call us at 301-816-6143 (TTY 1-866-513-0008), 8:30 a.m. to 5 p.m., Monday through Friday, or visit our Web site at <http://kp.org/feds>.

This Plan and another plan's Medicare Advantage plan: You may enroll in another plan's Medicare Advantage plan and also remain enrolled in our FEHB plan. We will still provide benefits when your Medicare Advantage plan is primary, even out of the Medicare Advantage plan's network and/or service area (if you use our Plan providers), but we will not waive any of our copayments, coinsurance, or deductibles. If you enroll in a Medicare Advantage plan, tell us. We will need to know whether you are in the Original Medicare Plan or in a Medicare Advantage plan so we can correctly coordinate benefits with Medicare.

Suspended FEHB coverage to enroll in a Medicare Advantage plan: If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in a Medicare Advantage plan, eliminating your FEHB premium. (OPM does not contribute to your Medicare Advantage plan premium.) For information on suspending your FEHB enrollment, contact your retirement office. If you later want to re-enroll in the FEHB Program, generally you may do so only at the next Open Season unless you involuntarily lose coverage or move out of the Medicare Advantage plan's service area.

- **Medicare prescription drug coverage (Part D)**

When we are the primary payor, we process the claim first. If you enroll in another plan's Medicare Part D plan and we are the secondary payor, when you fill your prescription at a Plan pharmacy that is not owned and operated by Kaiser Permanente we will review claims for your prescription drug costs that are not covered by Medicare Part D and consider them for payment under the FEHB plan. Our Kaiser Permanente owned and operated pharmacies will not consider another plan's Medicare Part D benefits. These Kaiser Permanente pharmacies will only provide your FEHB Kaiser Permanente benefits.

You will still need to follow the rules in this brochure for us to cover your care. We will only cover your prescription if it is written by a Plan provider and obtained at a Plan pharmacy or through our Plan mail service delivery program, except in an emergency or urgent care situation.

If you enroll in our Kaiser Permanente Medicare Plus for Federal Members plan, you will get all of the benefits of Medicare Part D plus additional drug benefits covered under your FEHB plan.

Medicare always makes the final determination as to whether they are the primary payor. The following chart illustrates whether Medicare or this Plan should be the primary payor for you according to your employment status and other factors determined by Medicare. It is critical that you tell us if you or a covered family member has Medicare coverage so we can administer these requirements correctly. **(Having coverage under more than two health plans may change the order of benefits determined on this chart.)**

Primary Payor Chart		
A. When you - or your covered spouse - are age 65 or over and have Medicare and you...	The primary payor for the individual with Medicare is...	
	Medicare	This Plan
1) Have FEHB coverage on your own as an active employee		✓
2) Have FEHB coverage on your own as an annuitant or through your spouse who is an annuitant	✓	
3) Have FEHB through your spouse who is an active employee		✓
4) Are a reemployed annuitant with the Federal government and your position is excluded from the FEHB (your employing office will know if this is the case) and you are not covered under FEHB through your spouse under #3 above	✓	
5) Are a reemployed annuitant with the Federal government and your position is not excluded from the FEHB (your employing office will know if this is the case) and...		
• You have FEHB coverage on your own or through your spouse who is also an active employee		✓
• You have FEHB coverage through your spouse who is an annuitant	✓	
6) Are a Federal judge who retired under title 28, U.S.C., or a Tax Court judge who retired under Section 7447 of title 26, U.S.C. (or if your covered spouse is this type of judge) and you are not covered under FEHB through your spouse under #3 above	✓	
7) Are enrolled in Part B only, regardless of your employment status	✓ for Part B services	✓ for other services
8) Are a Federal employee receiving Workers' Compensation disability benefits for six months or more	✓ *	
B. When you or a covered family member...		
1) Have Medicare solely based on end stage renal disease (ESRD) and...		
• It is within the first 30 months of eligibility for or entitlement to Medicare due to ESRD (30-month coordination period)		✓
• It is beyond the 30-month coordination period and you or a family member are still entitled to Medicare due to ESRD	✓	
2) Become eligible for Medicare due to ESRD while already a Medicare beneficiary and...		
• This Plan was the primary payor before eligibility due to ESRD (for 30 month coordination period)		✓
• Medicare was the primary payor before eligibility due to ESRD	✓	
3) Have Temporary Continuation of Coverage (TCC) and...		
• Medicare based on age and disability	✓	
• Medicare based on ESRD (for the 30 month coordination period)		✓
• Medicare based on ESRD (after the 30 month coordination period)	✓	
C. When either you or a covered family member are eligible for Medicare solely due to disability and you...		
1) Have FEHB coverage on your own as an active employee or through a family member who is an active employee		✓
2) Have FEHB coverage on your own as an annuitant or through a family member who is an annuitant	✓	
D. When you are covered under the FEHB Spouse Equity provision as a former spouse		
	✓	

*Workers' Compensation is primary for claims related to your condition under Workers' Compensation.

TRICARE and CHAMPVA

TRICARE is the health care program for eligible dependents of military persons, and retirees of the military. TRICARE includes the CHAMPUS program. CHAMPVA provides health coverage to disabled Veterans and their eligible dependents. If TRICARE or CHAMPVA and this Plan cover you, we pay first. See your TRICARE or CHAMPVA Health Benefits Advisor if you have questions about these programs.

Suspended FEHB coverage to enroll in TRICARE or CHAMPVA: If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in one of these programs, eliminating your FEHB premium. (OPM does not contribute to any applicable plan premiums.) For information on suspending your FEHB enrollment, contact your retirement office. If you later want to re-enroll in the FEHB Program, generally you may do so only at the next Open Season unless you involuntarily lose coverage under TRICARE or CHAMPVA.

Workers' Compensation

We do not cover services that:

- You need because of a workplace-related illness or injury that the Office of Workers' Compensation Programs (OWCP) or a similar Federal or State agency determines they must provide; or
- OWCP or a similar agency pays for through a third-party injury settlement or other similar proceeding that is based on a claim you filed under OWCP or similar laws.

Once OWCP or similar agency pays its maximum benefits for your treatment, we will cover your care. You must use our providers.

Medicaid

When you have this Plan and Medicaid, we pay first.

Suspended FEHB coverage to enroll in Medicaid or a similar State-sponsored program of medical assistance: If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in one of these State programs, eliminating your FEHB premium. For information on suspending your FEHB enrollment, contact your retirement office. If you later want to re-enroll in the FEHB Program, generally you may do so only at the next Open Season unless you involuntarily lose coverage under the State program.

When other Government agencies are responsible for your care

We do not cover services and supplies when a local, State, or Federal government agency directly or indirectly pays for them.

When others are responsible for injuries

When you receive money to compensate you for medical or hospital care for injuries or illness caused by another person, you must reimburse us for any expenses we paid. However, we will cover the cost of treatment that exceeds the amount you received in the settlement.

If you do not seek damages you must agree to let us try. This is called subrogation. If you need more information, contact us for our subrogation procedures.

When you have Federal Employees Dental and Vision Insurance Plan (FEDVIP) coverage

Some FEHB plans already cover some dental and vision services. When you are covered by more than one vision/dental plan, coverage provided under your FEHB plan remains as your primary coverage. FEDVIP coverage pays secondary to that coverage. When you enroll in a dental and/or vision plan on BENEFEDS.com, you will be asked to provide information on your FEHB plan so that your plans can coordinate benefits. Providing your FEHB information may reduce your out-of-pocket cost.

Clinical trials

We will cover routine care costs and may cover some extra care costs not provided by the clinical trial in accordance with Section 5 when Plan physicians provide or arrange for your care. We encourage you to contact us to discuss specific services if you participate in a clinical trial.

- Routine care costs are costs for routine services such as doctor visits, lab tests, x-rays and scans, and hospitalizations related to treating the patient's condition whether the patient is in a clinical trial or is receiving standard therapy. We cover routine care costs not provided by the clinical trial.
- Extra care costs are costs related to taking part in a clinical trial such as additional tests that a patient may need as part of the trial, but not as part of the patient's routine care. We cover some extra care costs not provided by the clinical trial. We encourage you to contact us to discuss coverage for specific services if you participate in a clinical trial.

The Plan does not cover research costs.

- Research costs are costs related to conducting the clinical trial such as research physician and nurse time, analysis of results, and clinical tests performed only for research purposes. These costs are generally covered by the clinical trials. We do not cover these costs.

Section 10. Definitions of terms we use in this brochure

Calendar year	January 1 through December 31 of the same year. For new enrollees, the calendar year begins on the effective date of their enrollment and ends on December 31 of the same year.
Clinical trials cost categories	<ul style="list-style-type: none">• Routine care costs – costs for routine services such as doctor visits, lab tests, x-rays and scans, and hospitalizations related to treating the patient’s condition whether the patient is in a clinical trial or is receiving standard therapy.• Extra care costs – costs related to taking part in a clinical trial such as additional tests that a patient may need as part of the trial, but not as part of the patient’s routine care.• Research costs – costs related to conducting the clinical trial such as research physician and nurse time, analysis of results, and clinical tests performed only for research purposes.
Coinsurance	Coinsurance is the percentage of our allowance that you must pay for your care. See Section 4.
Copayment	A copayment is a fixed amount of money you pay when you receive covered services. See Section 4.
Cost-sharing	Cost-sharing is the general term used to refer to your out-of-pocket costs (e.g., deductible, coinsurance, and copayments) for the covered care you receive.
Covered services	Care we provide benefits for, as described in this brochure.
Custodial care	(1) Assistance with activities of daily living, for example, walking, getting in and out of bed, dressing, feeding, toileting, and taking medicine. (2) Care that can be performed safely and effectively by people who, in order to provide the care, do not require medical licenses or certificates or the presence of a supervising licensed nurse. Custodial care that lasts 90 days or more is sometimes known as long term care.
Deductible	A deductible is a fixed amount of covered expenses you must incur for certain covered services and supplies before we start paying benefits for those services. See Section 4.
Experimental or investigational service	<p>We do not cover a service, supply, item or drug that we consider experimental, except for the limited coverage specified in Section 9, Clinical trials. We consider a service, supply, item or drug to be experimental when the services, supply, item or drug:</p> <ul style="list-style-type: none">(1) has not been approved by the FDA; or(2) is the subject of a new drug or new device application on file with the FDA; or(3) is available as the result of a written protocol that evaluates the service’s safety, toxicity, or efficacy; or(4) is subject to the approval or review of an Institutional Review Board; or(5) requires an informed consent that describes the service as experimental or investigational. <p>We carefully evaluate whether a particular therapy is safe and effective or offers a degree of promise with respect to improving health outcomes. The primary source of evidence about health outcomes of any intervention is peer-reviewed medical literature.</p>

Group health coverage	Health care benefits that are available as a result of your employment, or the employment of your spouse, and that are offered by an employer or through membership in an employee organization. Health care coverage may be insured or indemnity coverage, self-insured or self-funded coverage, or coverage through health maintenance organizations or other managed care plans. Health care coverage purchased through membership in an organization is also “group health coverage.”
Medically necessary	All benefits need to be medically necessary in order for them to be covered benefits. Generally, if your Plan physician provides the service in accord with the terms of this brochure, it will be considered medically necessary. However, some services are reviewed in advance of your receiving them to determine if they are medically necessary. When we review a service to determine if it is medically necessary, a Plan physician will evaluate what would happen to you if you do not receive the service. If not receiving the service would adversely affect your health, it will be considered medically necessary. The services must be a medically appropriate course of treatment for your condition. If they are not medically necessary, we will not cover the services. In case of emergency services, the services that you received will be evaluated to determine if they were medically necessary.
Never event	Certain Hospital Acquired Conditions, as defined by Medicare, including things like wrong-site surgeries, transfusion with the wrong blood type, pressure ulcers (bedsores), falls or trauma, and nosocomial infections (hospital-acquired infections) associated with surgeries or catheters, that are directly related to the provision of an inpatient covered service at a Plan provider.
Our allowance	<p>Our allowance is the amount we use to determine our payment and your coinsurance for covered services. We determine our allowance as follows:</p> <ul style="list-style-type: none"> • For services and items provided by Kaiser Permanente, the applicable charges in the Plan's schedule of Kaiser Permanente charges for services and items provided to Plan members. • For services and items for which a provider (other than Kaiser Permanente) is compensated on a capitation basis, the charges in the schedule of charges that Kaiser Permanente negotiates with the capitated provider. • For items obtained at a pharmacy owned and operated by Kaiser Permanente, the amount the pharmacy would charge a Plan member for the item if a Plan member's benefit plan did not cover the item. This amount is an estimate of: the cost of acquiring, storing, and dispensing drugs, the direct and indirect costs of providing Kaiser Permanente pharmacy services and items to Plan members, and the pharmacy program's contribution to the net revenue requirements of the Plan. • For all other services and items, the payments that Kaiser Permanente makes for the services and items or, if Kaiser Permanente subtracts cost sharing from its payment, the amount Kaiser Permanente would have paid if it did not subtract cost sharing. • For non-Plan Providers practicing in the state of Maryland, our allowance shall not be less than the amount the Health Plan must pay pursuant to §19-710.1 of the Health General Article of the Annotated Code of Maryland.
Us/We	Us and We refer to Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
You	You refers to the enrollee and each covered family member.

Section 11. FEHB Facts

Coverage information

- **No pre-existing condition limitation**

We will not refuse to cover the treatment of a condition you had before you enrolled in this Plan solely because you had the condition before you enrolled.

- **Where you can get information about enrolling in the FEHB Program**

See www.opm.gov/insure/health for enrollment information as well as:

- Information on the FEHB Program and plans available to you
- A health plan comparison tool
- A list of agencies who participate in Employee Express
- A link to Employee Express
- Information on and links to other electronic enrollment systems

Also, your employing or retirement office can answer your questions, and give you a *Guide to Federal Benefits*, brochures for other plans, and other materials you need to make an informed decision about your FEHB coverage. These materials tell you:

- When you may change your enrollment;
- How you can cover your family members;
- What happens when you transfer to another Federal agency, go on leave without pay, enter military service, or retire;
- What happens when your enrollment ends; and
- When the next open season for enrollment begins.

We don't determine who is eligible for coverage and, in most cases, cannot change your enrollment status without information from your employing or retirement office. For information on your premium deductions, you must also contact your employing or retirement office.

- **Types of coverage available for you and your family**

Self Only coverage is for you alone. Self and Family coverage is for you, your spouse, and your unmarried dependent children under age 22, including any foster children or stepchildren your employing or retirement office authorizes coverage for. Under certain circumstances, you may also continue coverage for a disabled child 22 years of age or older who is incapable of self-support.

If you have a Self Only enrollment, you may change to a Self and Family enrollment if you marry, give birth, or add a child to your family. You may change your enrollment 31 days before to 60 days after that event. The Self and Family enrollment begins on the first day of the pay period in which the child is born or becomes an eligible family member. When you change to Self and Family because you marry, the change is effective on the first day of the pay period that begins after your employing office receives your enrollment form; benefits will not be available to your spouse until you marry.

Your employing or retirement office will **not** notify you when a family member is no longer eligible to receive health benefits, nor will we. Please tell us immediately when family members are added or lose coverage for any reason, including your marriage, divorce, annulment, or when your child under age 22 turns age 22 or has a change in marital status, divorce, or when your child under age 22 marries.

If you or one of your family members is enrolled in one FEHB plan, that person may not be enrolled in or covered as a family member by another FEHB plan.

- **Children’s Equity Act** OPM has implemented the Federal Employees Health Benefits Children’s Equity Act of 2000. This law mandates that you be enrolled for Self and Family coverage in the FEHB Program, if you are an employee subject to a court or administrative order requiring you to provide health benefits for your child(ren).

If this law applies to you, you must enroll for Self and Family coverage in a health plan that provides full benefits in the area where your children live or provide documentation to your employing office that you have obtained other health benefits coverage for your children. If you do not do so, your employing office will enroll you involuntarily as follows:

- If you have no FEHB coverage, your employing office will enroll you for Self and Family coverage in the Blue Cross and Blue Shield Service Benefit Plan’s Basic Option;
- If you have a Self Only enrollment in a fee-for-service plan or in an HMO that serves the area where your children live, your employing office will change your enrollment to Self and Family in the same option of the same plan; or
- If you are enrolled in an HMO that does not serve the area where the children live, your employing office will change your enrollment to Self and Family in the Blue Cross and Blue Shield Service Benefit Plan’s Basic Option.

As long as the court/administrative order is in effect, and you have at least one child identified in the order who is still eligible under the FEHB Program, you cannot cancel your enrollment, change to Self Only, or change to a plan that doesn’t serve the area in which your children live, unless you provide documentation that you have other coverage for the children. If the court/administrative order is still in effect when you retire, and you have at least one child still eligible for FEHB coverage, you must continue your FEHB coverage into retirement (if eligible) and cannot cancel your coverage, change to Self Only, or change to a plan that doesn’t serve the area in which your children live as long as the court/administrative order is in effect. Contact your employing office for further information.

- **When benefits and premiums start** The benefits in this brochure are effective January 1. If you joined this Plan during Open Season, your coverage begins on the first day of your first pay period that starts on or after January 1. **If you changed plans or plan options during Open Season and you receive care between January 1 and the effective date of coverage under your new plan or option, your claims will be paid according to the 2010 benefits of your old plan or option.** However, if your old plan left the FEHB Program at the end of the year, you are covered under that plan’s 2009 benefits until the effective date of your coverage with your new plan. Annuitants’ coverage and premiums begin on January 1. If you joined at any other time during the year, your employing office will tell you the effective date of coverage.

- **When you retire** When you retire, you can usually stay in the FEHB Program. Generally, you must have been enrolled in the FEHB Program for the last five years of your Federal service. If you do not meet this requirement, you may be eligible for other forms of coverage, such as Temporary Continuation of Coverage (TCC).

When you lose benefits

- **When FEHB coverage ends** You will receive an additional 31 days of coverage, for no additional premium, when:
 - Your enrollment ends, unless you cancel your enrollment, or
 - You are a family member no longer eligible for coverage.

Any person covered under the 31 day extension of coverage who is confined in a hospital or other institution for care or treatment on the 31st day of the temporary extension is entitled to continuation of the benefits of the Plan during the continuance of the confinement but not beyond the 60th day after the end of the 31 day temporary extension.

You may be eligible for spouse equity coverage or Temporary Continuation of Coverage (TCC), or a conversion policy (a non-FEHB individual policy).

- **Upon divorce**

If you are divorced from a Federal employee or annuitant, you may not continue to get benefits under your former spouse's enrollment. This is the case even when the court has ordered your former spouse to provide health coverage for you. However, you may be eligible for your own FEHB coverage under either the spouse equity law or Temporary Continuation of Coverage (TCC). If you are recently divorced or are anticipating a divorce, contact your ex-spouse's employing or retirement office to get RI 70-5, the *Guide to Federal Benefits for Temporary Continuation of Coverage and Former Spouse Enrollees*, or other information about your coverage choices. You can also download the guide from OPM's Web site, www.opm.gov/insure.

- **Temporary Continuation of Coverage (TCC)**

If you leave Federal service, or if you lose coverage because you no longer qualify as a family member, you may be eligible for Temporary Continuation of Coverage (TCC). For example, you can receive TCC if you are not able to continue your FEHB enrollment after you retire, if you lose your Federal job, if you are a covered dependent child and you turn 22 or marry, etc.

You may not elect TCC if you are fired from your Federal job due to gross misconduct.

Enrolling in TCC. Get the RI 79-27, which describes TCC, and the RI 70-5, the *Guide to Federal Benefits for Temporary Continuation of Coverage and Former Spouse Enrollees*, from your employing or retirement office or from www.opm.gov/insure. It explains what you have to do to enroll.

- **Converting to individual coverage**

You may convert to a non-FEHB individual policy if:

- Your coverage under TCC or the spouse equity law ends (If you canceled your coverage or did not pay your premium, you cannot convert);
- You decided not to receive coverage under TCC or the spouse equity law; or
- You are not eligible for coverage under TCC or the spouse equity law.

If you leave Federal service, your employing office will notify you of your right to convert. You must apply in writing to us within 31 days after you receive this notice. However, if you are a family member who is losing coverage, the employing or retirement office will **not** notify you. You must apply in writing to us within 31 days after you are no longer eligible for coverage.

Your benefits and rates will differ from those under the FEHB Program; however, you will not have to answer questions about your health, and we will not impose a waiting period or limit your coverage due to pre-existing conditions.

- **Getting a Certificate of Group Health Plan Coverage**

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a Federal law that offers limited Federal protections for health coverage availability and continuity to people who lose employer group coverage. If you leave the FEHB Program, we will give you a Certificate of Group Health Plan Coverage that indicates how long you have been enrolled with us. You can use this certificate when getting health insurance or other health care coverage. Your new plan must reduce or eliminate waiting periods, limitations, or exclusions for health related conditions based on the information in the certificate, as long as you enroll within 63 days of losing coverage under this Plan. If you have been enrolled with us for less than 12 months, but were previously enrolled in other FEHB plans, you may also request a certificate from those plans.

For more information, get OPM pamphlet RI 79-27, *Temporary Continuation of Coverage (TCC) under the FEHB Program*. See also the FEHB Web site at www.opm.gov/insure/health; refer to the “TCC and HIPAA” frequently asked questions. These highlight HIPAA rules, such as the requirement that Federal employees must exhaust any TCC eligibility as one condition for guaranteed access to individual health coverage under HIPAA, and information about Federal and State agencies you can contact for more information.

Section 12. Three Federal Programs complement FEHB benefits

Important information

OPM wants to be sure you are aware of three Federal programs that complement the FEHB Program.

First, the **Federal Flexible Spending Account Program**, also known as **FSAFEDS**, lets you set aside pre-tax money from your salary to reimburse you for eligible dependent care and/or health care expenses. You pay less in taxes so you save money. The result can be a discount of 20% to more than 40% on services/products you routinely pay for out-of-pocket.

Second, the **Federal Employees Dental and Vision Insurance Program (FEDVIP)**, provides comprehensive dental and vision insurance at competitive group rates. There are several plans from which to choose. Under FEDVIP you may choose self only, self plus one, or self and family coverage for yourself and any eligible dependents.

Third, the **Federal Long Term Care Insurance Program (FLTCIP)** can help cover long term care costs, which are not covered under the FEHB Program.

The Federal Flexible Spending Account Program – *FSAFEDS*

What is an FSA?

It is an account where you contribute money from your salary **BEFORE** taxes are withheld, then incur eligible expenses and get reimbursed. You pay less in taxes so you save money. **Annuitants are not eligible to enroll.**

There are three types of FSAs offered by FSAFEDS. Each type has a minimum annual election of \$250 and a maximum annual election of \$5,000.

- **Health Care FSA (HCFSA)** - Reimburses you for eligible health care expenses (such as copayments, deductibles, over-the-counter medications and products, vision and dental expenses, and much more) for you and your dependents, which are not covered or reimbursed by FEHBP or FEDVIP coverage or any other insurance.
- **Limited Expense Health Care FSA (LEX HCFSA)** - Designated for employees enrolled in or covered by a High Deductible Health Plan with a Health Savings Account. Eligible expenses are limited to dental and vision care expenses for you and your dependents which are not covered or reimbursed by FEHBP or FEDVIP coverage or any other insurance.
- **Dependent Care FSA (DCFSA)** - Reimburses you for eligible **non-medical** day care expenses for your child(ren) under age 13 and/or for any person you claim as a dependent on your Federal Income Tax return who is mentally or physically incapable of self-care. You (and your spouse if married) must be working, looking for work (income must be earned during the year), or attending school full-time to be eligible for a DCFSA.
- If you are a new or newly eligible employee you have 60 days from your hire date to enroll in an HCFSA or LEX HCFSA and/or DCFSA, but you must enroll before October 1. If you are hired or become eligible on or after October 1, you must wait and enroll during the Federal Benefits Open Season held each fall.

Where can I get more information about FSAFEDS?

Visit www.FSAFEDS.com or call an FSAFEDS Benefits Counselor toll-free at 1-877-FSAFEDS (1-877-372-3337) (TTY 1-800-952-0450), Monday through Friday, 9 a.m. until 9 p.m., Eastern Time.

The Federal Employees Dental and Vision Insurance Program – *FEDVIP*

Important Information The Federal Employees Dental and Vision Insurance Program (FEDVIP) is a program, separate and different from the FEHB Program, established by the Federal Employee Dental and Vision Benefits Enhancement Act of 2004. This Program provides comprehensive dental and vision insurance at competitive group rates with no pre-existing condition limitations.

FEDVIP is available to eligible Federal and Postal Service employees, retirees, and their eligible family members on an enrollee-pay-all basis. Employee premiums are withheld from salary on a pre-tax basis.

Dental Insurance

Dental plans provide a comprehensive range of services, including all the following:

- Class A (Basic) services, which include oral examinations, prophylaxis, diagnostic evaluations, sealants and x-rays.
- Class B (Intermediate) services, which include restorative procedures such as fillings, prefabricated stainless steel crowns, periodontal scaling, tooth extractions, and denture adjustments.
- Class C (Major) services, which include endodontic services such as root canals, periodontal services such as gingivectomy, major restorative services such as crowns, oral surgery, bridges and prosthodontic services such as complete dentures.
- Class D (Orthodontic) services with up to a 24-month waiting period.

Vision Insurance

Vision plans provide comprehensive eye examinations and coverage for lenses, frames and contact lenses. Other benefits such as discounts on LASIK surgery may also be available.

Additional Information

You can find a comparison of the plans available and their premiums on the OPM website at www.opm.gov/insure/vision and www.opm.gov/insure/dental. These sites also provide links to each plan's website, where you can view detailed information about benefits and preferred providers.

How do I enroll?

You enroll on the Internet at www.BENEFEDS.com. For those without access to a computer, call 1-877-888-3337 (TTY 1-877-889-5680).

The Federal Long Term Care Insurance Program - *FLTCIP*

It's important protection

The Federal Long Term Care Insurance Program (FLTCIP) can help you pay for the potentially high cost of long term care services, which are not covered by FEHBP plans. Long term care is help you receive to perform activities of daily living - such as bathing or dressing yourself – or supervision you receive because of a severe cognitive impairment. To qualify for coverage under the FLTCIP, you must apply and pass a medical screening (called underwriting). Certain medical conditions, or combinations of conditions, will prevent some people from being approved for coverage. You must apply to know if you will be approved for enrollment. For more information, call 1-800-LTC-FEDS (1-800-582-3337) (TTY 1-800-843-3557) or visit www.ltcfeds.com.

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Do not rely on this page; it is for your convenience and may not show all pages where the terms appear.

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Notes

Summary of benefits for the High Option of the Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. - 2010

- **Do not rely on this chart alone.** All benefits are provided in full unless indicated and are subject to the definitions, limitations, and exclusions in this brochure. On this page we summarize specific expenses we cover; for more detail, look inside.
- If you want to enroll or change your enrollment in this Plan, be sure to put the correct enrollment code from the cover on your enrollment form.
- We only cover services provided or arranged by Plan physicians, except in emergencies.

High Option Benefits	You pay	Page
Medical services provided by physicians:		
<ul style="list-style-type: none"> • Diagnostic and treatment services provided in the office 	\$10 per primary care office visit (nothing from infancy through age 4); \$20 per specialty care office visit	21
Services provided by a hospital:		
<ul style="list-style-type: none"> • Inpatient 	\$100 per admission copay	42
<ul style="list-style-type: none"> • Outpatient 	\$75 per visit	43
Emergency benefits:		
<ul style="list-style-type: none"> • In-area and Out-of-area 	\$100 per visit	47
Mental health and substance abuse treatment:	Regular cost-sharing	49
Prescription drugs:		
<ul style="list-style-type: none"> • Plan pharmacy 	Generic drugs - \$7 per Rx/refill; Pref. Brand drugs - \$30 per Rx /refill; Non-Pref. Brand drugs - \$45 per Rx/refill.	53
<ul style="list-style-type: none"> • Affiliated network pharmacy 	Generic drugs - \$17 per Rx/refill; Pref. Brand drugs - \$50 per Rx/refill; Non-Pref. Brand drugs - \$65 per Rx/refill.	53
<ul style="list-style-type: none"> • Mail service delivery 	Generic drugs - \$5 per Rx/refill; Pref. Brand drugs - \$28 per Rx/refill; Non-Pref. Brand drugs - \$43 per Rx/refill	53
Dental care:	Various copayments based on procedure rendered	57
Vision care:	Refractions in Optometry; \$10 per office visit	29
Special features: Flexible benefits option; 24 hour advice line; Centers of Excellence; Services for the deaf, hard of hearing or speech impaired; Services from other Kaiser Permanente or allied plans; Travel benefit		60 - 61
Protection against catastrophic costs (out-of-pocket maximum):	Nothing after \$2,250/Self Only or \$4,500/Family enrollment per year. Some costs do not count toward this protection.	15

Summary of benefits for the Standard Option of the Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. - 2010

- Do not rely on this chart alone. All benefits are provided in full unless indicated and are subject to the definitions, limitations, and exclusions in this brochure. On this page we summarize specific expenses we cover; for more detail, look inside.
- If you want to enroll or change your enrollment in this Plan, be sure to put the correct enrollment code from the cover on your enrollment form.
- We only cover services provided or arranged by Plan physicians, except in emergencies.

Standard Option Benefits	You Pay	Page
Medical services provided by physicians:		
<ul style="list-style-type: none"> • Diagnostic and treatment services provided in the office 	\$20 per primary care office visit (nothing from infancy through age 4); \$30 per specialty care office visit	21
Services provided by a hospital:		
<ul style="list-style-type: none"> • Inpatient 	\$250 per day up to \$750 maximum per admission	42
<ul style="list-style-type: none"> • Outpatient 	\$150 per visit	43
Emergency benefits:		
<ul style="list-style-type: none"> • In-area and Out-of-area 	\$100 per visit	47
Mental health and substance abuse treatment:		
	Regular cost-sharing	49
Prescription drugs:		
<ul style="list-style-type: none"> • Plan pharmacy 	Generic drugs - \$12 per Rx/refill; Pref. Brand drugs - \$35 per Rx/refill; Non-Pref. Brand drugs - \$50 per Rx/refill.	53
<ul style="list-style-type: none"> • Affiliated network pharmacy 	Generic drugs - \$22 per Rx/refill; Pref. Brand drugs - \$55 per Rx/refill; or Non-Pref. Brand drugs - \$70 per Rx/refill.	53
<ul style="list-style-type: none"> • Mail service delivery 	Generic drug - \$10 per prescription/refill; Pref. Brand drugs - \$33 per prescription/refill; or Non-Pref. Brand drugs - \$48 per prescription/refill	53
Dental care:		
	Various copayments based on procedure rendered	57
Vision care:		
	Refractions in Optometry; \$20 per office visit	29
Special features: Flexible benefits option; 24 hour advice line; Centers of Excellence; Services for the deaf, hard of hearing or speech impaired; Services from other Kaiser Permanente or allied plans; Travel benefit		60 - 61
Protection against catastrophic costs (out-of-pocket maximum):		
	Nothing after \$3,500/Self Only or \$7,000/Family enrollment per year. Some costs do not count toward this protection.	15

Notes

2010 Rate Information for Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

Non-Postal rates apply to most non-Postal employees. If you are in a special enrollment category, refer to the Guide to Federal Benefits for that category or contact the agency that maintains your health benefits enrollment.

Postal rates apply to career Postal Service employees. Most employees should refer to the *Guide to Benefits for Career United States Postal Service Employees* (RI 70-2) and to the rates shown below.

The rates shown below do not apply to Postal Service Inspectors, Office of Inspector General (OIG) employees and Postal Service Nurses. Rates for members of these groups are published in special Guides. Postal Service Inspectors and OIG employees should refer to the *Guide to Benefits for United States Postal Inspectors and Office of Inspector General Employees* (RI 70-2IN). Postal Service Nurses should refer to the *Guide to Benefits for United States Postal Nurses* (RI 70-2NU).

Postal rates do not apply to non-career postal employees, postal retirees, or associate members of any postal employee organization who are not career postal employees. Refer to the applicable Guide to Federal Benefits.

Type of Enrollment	Enrollment Code	Non-Postal Premium				Postal Premium	
		Biweekly		Monthly		Biweekly	
		Gov't Share	Your Share	Gov't Share	Your Share	USPS Share	Your Share
High Option Self Only	E31	\$167.61	\$61.39	\$363.16	\$133.01	\$190.89	\$38.11
High Option Self and Family	E32	\$376.04	\$150.17	\$814.75	\$325.37	\$428.27	\$97.94
Standard Option Self Only	E34	\$100.49	\$33.49	\$217.72	\$72.57	\$114.55	\$19.43
Standard Option Self and Family	E35	\$231.13	\$77.04	\$500.78	\$166.92	\$263.49	\$44.68