



**This is only a summary.** It in no way modifies your benefits as described in your plan documents. If you want more detail about your coverage and costs, you can get the complete terms in the policy or plan document at [www.uhcsr.com/charlottelaw](http://www.uhcsr.com/charlottelaw) or by calling (800) 505-4160.

Important Questions	Answers	Why this Matters:
<b>What is the overall <u>deductible</u>?</b>	Preferred Providers <b>\$250</b> / Out of Network <b>\$500</b> (Per Insured Person, Per Policy Year)	You must pay all the costs up to the <b>deductible</b> amount before this plan begins to pay for covered services you use. See the chart starting on page 2 for how much you pay for covered services after you meet the <b>deductible</b> .
<b>Are there other <u>deductibles</u> for specific services?</b>	Yes, Preferred Providers: <b>\$15</b> for Tier 1, <b>\$35</b> for Tier 2, <b>\$70</b> for Tier 3, Out of Network: <b>\$15</b> Ded for generic drugs, <b>\$35</b> Ded for brand name. There are other specific <b>deductibles</b> .	You must pay all of the costs for these services up to the specific <b>deductible</b> amount before this plan begins to pay for these services.
<b>Is there an <u>out-of-pocket limit</u> on my expenses?</b>	Preferred Providers <b>\$3,500</b> / Out of Network <b>\$7,000</b> (Per Insured Person, Per Policy Year)	The <b>out-of-pocket limit</b> is the most you could pay during a coverage period (usually one year) for your share of the cost of covered services. This limit helps you plan for health care expenses.
<b>What is not included in the <u>out-of-pocket limit</u>?</b>	Copayments, Deductibles, premiums, balance-billed charges, and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the <b>out-of-pocket limit</b> .
<b>Is there an overall annual limit on what the plan pays?</b>	Yes, <b>\$250,000</b> (Per Insured Person) (Per Policy Year)	This plan will pay for covered services only up to this limit during each coverage period, even if your own need is greater. You're responsible for all expenses above this limit. The chart starting on page 2 describes specific coverage limits, such as limits on the number of office visits.
<b>Does this plan use a <u>network</u> of <u>providers</u>?</b>	Yes. For a list of <b>preferred providers</b> , see <a href="http://www.uhcsr.com/charlottelaw">www.uhcsr.com/charlottelaw</a> or call (800) 505-4160.	If you use an in-network doctor or other health care <b>provider</b> , this plan will pay some or all of the costs of covered services. Be aware, your in-network doctor or hospital may use an out-of-network <b>provider</b> for some services. Plans use the term in-network, <b>preferred</b> , or participating for <b>providers</b> in their <b>network</b> . See the chart starting on page 2 for how this plan pays different kinds of <b>providers</b> .
<b>Do I need a referral to see a <u>specialist</u>?</b>	<b>No.</b>	You can see the <b>specialist</b> you choose without permission from this plan.
<b>Are there services this plan doesn't cover?</b>	<b>Yes.</b>	Some of the services this plan doesn't cover are listed on page 5. See your policy or plan document for additional information about <b>excluded services</b> .

**Questions:** Call 1-800-767-0700 or visit us at [www.uhcsr.com](http://www.uhcsr.com).

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- **Copayments** are fixed dollar amounts (for example, \$15) you pay for covered health care, usually when you receive the service.
- **Coinsurance (Coins)** is your share of the costs of a covered service, calculated as a percent of the **allowed amount** for the service. For example, if the plan's **allowed amount** for an overnight hospital stay is \$1,000, your **coinsurance** payment of 20% would be \$200. This may change if you haven't met your **deductible (ded)**.
- The amount the plan pays for covered services is based on the **allowed amount**. If an out-of-network **provider** charges more than the **allowed amount**, you may have to pay the difference. For example, if an out-of-network hospital charges \$1,500 for an overnight stay and the **allowed amount** is \$1,000, you may have to pay the \$500 difference. (This is called **balance billing**.)
- This plan may encourage you to use participating **providers** by charging you lower **deductibles**, **copayments** and **coinsurance** amounts.

Common Medical Event	Services You May Need	Your Cost if You Use a Preferred Provider	Your Cost if You Use a Out of Network Provider	Limitations & Exceptions
<b>If you visit a health care <u>provider's</u> office or clinic</b>	Primary care visit to treat an injury or illness	0% Coins \$25 Copay per visit	30% Coins	May be limited to 1 visit per day and may not apply when related to surgery or Physiotherapy.
	Specialist visit	0% Coins \$25 Copay per visit	30% Coins	May be limited to 1 visit per day and may not apply when related to surgery or Physiotherapy.
	Other practitioner office visit	10% Coins	30% Coins	May be limited to 1 visit per day. Payment may be subject to surgery or hospitalization within specified time periods.
	Preventive care/screening/immunization	No Charge	30% Coins	Includes preventive health services specified in the health care reform law or benefits provided as mandated by state law.
<b>If you have a test</b>	Diagnostic test (x-ray, blood work)	10% Coins	30% Coins	_____none_____
	Imaging (CT/PET scans, MRIs)	10% Coins	30% Coins	_____none_____
<b>If you need drugs to treat your illness or condition</b>	Tier 1 - Your Lowest-Cost Option	\$15 Copay per prescription	\$15 Ded for generic \$35 Ded for brand name	Prescriptions limits may apply.
	Tier 2 - Your Midrange-Cost Option	\$35 Copay per	Same as above	

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Common Medical Event	Services You May Need	Your Cost if You Use a Preferred Provider	Your Cost if You Use a Out of Network Provider	Limitations & Exceptions
More information about <b><u>prescription drug coverage</u></b> is available at <a href="http://www.uhcsr.com">www.uhcsr.com</a>		prescription		
	Tier 3 - Your Highest-Cost Option	\$70 Copay per prescription	Same as above	
	Tier 4 - Additional High-Cost Option	Not Applicable	Not Covered	
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	10% Coins	30% Coins	_____none_____
	Physician/surgeon fees	10% Coins	30% Coins	_____none_____
<b>If you need immediate medical attention</b>	Emergency room services	0% Coins \$150 Copay per visit	0% Coins \$150 Deductible per visit	May be limited to use of emergency room and supplies. (Copay/per visit Deductible is in addition to the Policy Deductible) (The Copay /per visit Deductible will be waived if admitted to the Hospital.)
	Emergency medical transportation	10% Coins	10% Coins	_____none_____
	Urgent care	0% Coins \$150 Copay per visit	0% Coins \$150 Deductible per visit	May be limited to facility fees.
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	10% Coins	30% Coins	_____none_____
	Physician/surgeon fee	10% Coins	30% Coins	_____none_____
<b>If you have mental health, behavioral health, or substance abuse needs</b>	Mental/Behavioral health outpatient services	0% Coins \$25 Copay per visit	30% Coins	May be limited to 1 visit per day.
	Mental/Behavioral health inpatient services	10% Coins	30% Coins	May be limited to 1 visit per day. Institutions specializing in or primarily treating Mental Illness and Substance Use Disorders may not be covered.
	Substance use disorder outpatient services	0% Coins \$25 Copay per visit	30% Coins	May be limited to 1 visit per day.
	Substance use disorder inpatient services	10% Coins	30% Coins	May be limited to 1 visit per day.

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Common Medical Event	Services You May Need	Your Cost if You Use a Preferred Provider	Your Cost if You Use a Out of Network Provider	Limitations & Exceptions
				Institutions specializing in or primarily treating Mental Illness and Substance Use Disorders may not be covered.
<b>If you are pregnant</b>	Prenatal and postnatal care	0% Coins \$25 Copay per visit	30% Coins	_____none_____
	Delivery and all inpatient services	10% Coins	30% Coins	_____none_____
<b>If you need help recovering or have other special health needs</b>	Home health care	Not Covered	Not Covered	_____none_____
	Rehabilitation services	10% Coins	30% Coins	May be limited to 1 visit per day. Payment may be subject to surgery or hospitalization within specified time periods.
	Habilitation services	Not Covered	Not Covered	_____none_____
	Skilled nursing care	Not Covered	Not Covered	_____none_____
	Durable medical equipment	10% Coins	30% Coins	\$1,000 maximum (Per Policy Year) (Durable Medical Equipment benefits payable under the \$1000 maximum are not included in the \$250,000 Maximum Benefit.)
	Hospice service	Not Covered	Not Covered	_____none_____
<b>If your child needs dental or eye care</b>	Eye exam	Not Covered	Not Covered	_____none_____
	Glasses	Not Covered	Not Covered	_____none_____
	Dental check-up	Not Covered	Not Covered	_____none_____

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### Excluded Services & Other Covered Services:

**Services Your Plan Does NOT Cover** (This isn't a complete list. Check your policy or plan document for other excluded services.)

- |   |  |                            |
|---|--|----------------------------|
| • Acupuncture   | • Hearing Aids except as specifically provided by the policy | • Routine eye care (Adult) |
| • Bariatric surgery   | • Infertility treatment                                      | • Routine foot care        |
| • Cosmetic surgery except as specifically provided by the policy    | • Long-term Care   | • Weight loss programs     |
| • Dental care (Adult) except as specifically provided by the policy | • Non-emergency care when traveling outside the U.S.         |                            |

**Other Covered Services** (This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.)

- Chiropractic care
- Private-duty nursing

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## **Your Rights to Continue Coverage:**

If you lose your status as an eligible student under your Student Health Insurance Coverage, Federal and State laws may allow you to continue your health coverage for a limited period of time. Any such rights will be limited in duration and will require you to pay a premium. Other limitations on your rights to continue coverage may also apply.

For more information on your rights to continue coverage, contact the insurer at 1-800-767-0700. You may also contact your state insurance department at North Carolina Department of Insurance at 1-800-546-5664 or visit <http://www.ncdoi.com/>.

## **Your Grievance and Appeals Rights:**

If you have a complaint or are dissatisfied with a denial of coverage for claims under your plan, you may be able to **appeal** or file a **grievance**. For questions about your rights, this notice, or assistance, you can contact: North Carolina Department of Insurance at 1-800-546-5664 or visit <http://www.ncdoi.com/>.

Additionally, a consumer assistance program can help you file your appeal, contact North Carolina Department of Insurance, Health Insurance Smart NC at 1-877-885-0231 or visit <http://www.ncdoi.com/>. A list of states with Consumer Assistance Programs is available at <http://ciio.cms.gov/prgrams/consumer/capgrants/index.html>.

## **Language Access Services:**

Spanish (Español): Para obtener asistencia en Español, llame al 1-800-767-0700.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-767-0700.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-800-767-0700.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiiijigo holne' 1-800-767-0700.

—————To see examples of how this plan might cover costs for a sample medical situation, see the next page.—————

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## About these Coverage Examples:

These examples show how this plan might cover medical care in given situations. Use these examples to see, in general, how much financial protection a sample patient might get if they are covered under different plans.



### This is not a cost estimator.

Don't use these examples to estimate your actual costs under this plan. The actual care you receive will be different from these examples, and the cost of that care will also be different.

See the next page for important information about these examples.

## Having A Baby (normal delivery)

- **Amount owed to providers: \$7,540**
- **Plan pays: \$6,490**
- **Patient pays: \$1,050**

### Sample care costs:

Hospital charges (mother)	\$2,700
Routine obstetric care	\$2,100
Hospital charges (baby)	\$900
Anesthesia	\$900
Laboratory tests	\$500
Prescriptions	\$200
Radiology	\$200
Vaccines, other preventive	\$40
<b>Total</b>	<b>\$7,540</b>

### Patient pays:

Deductibles	\$300
Copays	\$50
Coinsurance	\$500
Limits or exclusions	\$200
<b>Total</b>	<b>\$1,050</b>

## Managing type 2 diabetes (routine maintenance of a well-controlled condition)

- **Amount owed to providers: \$5,400**
- **Plan pays: \$4,020**
- **Patient pays: \$1,380**

### Sample care costs:

Prescriptions	\$2,900
Medical Equipment and Supplies	\$1,300
Office Visits and Procedures	\$700
Education	\$300
Laboratory tests	\$100
Vaccines, other preventive	\$100
<b>Total</b>	<b>\$5,400</b>

### Patient pays:

Deductibles	\$300
Copays	\$900
Coinsurance	\$100
Limits or exclusions	\$80
<b>Total</b>	<b>\$1,380</b>

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## Questions and answers about the Coverage Examples:

### What are some of the assumptions behind the Coverage Examples?

- Costs don't include **premiums**.
- Sample care costs are based on national averages supplied by the U.S. Department of Health and Human Services, and aren't specific to a particular geographic area or health plan.
- The patient's condition was not an excluded or preexisting condition.
- All services and treatments started and ended in the same coverage period.
- There are no other medical expenses for any member covered under this plan.
- Out-of-pocket expenses are based only on treating the condition in the example.
- The patient received all care from in-network **providers**. If the patient had received care from out-of-network **providers**, costs would have been higher.

### What does a Coverage Example show?

For each treatment situation, the Coverage Example helps you see how **deductibles**, **copayments**, and **coinsurance** can add up. It also helps you see what expenses might be left up to you to pay because the service or treatment isn't covered or payment is limited.

### Does the Coverage Example predict my own care needs?

✗ **No**. Treatments shown are just examples. The care you would receive for this condition could be different based on your doctor's advice, your age, how serious your condition is, and many other factors.

### Does the Coverage Example predict my future expenses?

✗ **No**. Coverage Examples are **not** cost estimators. You can't use the examples to estimate costs for an actual condition. They are for comparative purposes only. Your own costs will be different depending on the care you receive, the prices your **providers** charge, and the reimbursement your health plan allows.

### Can I use Coverage Examples to compare plans?

✓ **Yes**. When you look at the Summary of Benefits and Coverage for other plans, you'll find the same Coverage Examples. When you compare plans, check the "Patient Pays" box in each example. The smaller that number, the more coverage the plan provides.

### Are there other costs I should consider when comparing plans?

✓ **Yes**. An important cost is the **premium** you pay. Generally, the lower your **premium**, the more you'll pay in out-of-pocket costs, such as **copayments**, **deductibles**, and **coinsurance**. You should also consider contributions to accounts such as health savings accounts (HSAs), flexible spending arrangements (FSAs) or health reimbursement accounts (HRAs) that help you pay out-of-pocket expenses.

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