



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/Pfeiffer or by calling **1-800-767-0700**.

Important Questions	Answers	Why this Matters:
What is the overall <u>deductible</u>?	Preferred Providers \$200 (Per Insured Person, Per Policy Year) Out of Network \$600 (Per Insured Person, Per Policy Year)	You must pay all the costs up to the deductible 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 deductible .
Are there other <u>deductibles</u> for specific services?	Yes. There are other specific deductibles .	You must pay all of the costs for these services up to the specific deductible amount before this plan begins to pay for these services.
Is there an <u>out-of-pocket limit</u> on my expenses?	Preferred Providers \$5,000 (Per Insured Person, Per Policy Year) Preferred Providers \$10,000 (For all Insureds in a Family, Per Policy Year) Out of Network \$15,000 (Per Insured Person, Per Policy Year)	The out-of-pocket limit 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.
What is not included in the <u>out-of-pocket limit</u>?	Premiums, balance-billed charges, and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the out-of-pocket limit .
Is there an overall annual limit on what the plan pays?	No.	The chart starting on page 2 describes any limits on what the plan will pay for specific covered services, such as office visits.
Does this plan use a <u>network</u> of <u>providers</u>?	Yes. For a list of preferred providers , see www.uhcsr.com/Pfeiffer or call 1-800-767-0700.	If you use an in-network doctor or other health care provider , 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 provider for some services. Plans use the term in-network, preferred , or participating for providers in their network . See the chart starting on page 2 for how this plan pays different kinds of providers .
Do I need a referral to see a <u>specialist</u>?	No.	You can see the specialist you choose without permission from this plan.
Are there services this plan doesn't cover?	Yes.	Some of the services this plan doesn't cover are listed on page 5. See your policy or plan document for additional information about excluded services .

Questions: Call 1-800-767-0700 or visit us at www.uhcsr.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.ccio.cms.gov or call 1-800-767-0700 to request a copy.



- **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
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	20% Coins	40% Coins	May not apply when related to surgery or Physiotherapy.
	Specialist visit	20% Coins	40% Coins	May not apply when related to surgery or Physiotherapy.
	Other practitioner office visit	20% Coins	40% Coins	Visit limits may apply.
	Preventive care/screening/immunization	No Charge	Not Covered	Includes preventive health services specified in the health care reform law or benefits provided as mandated by state law.
If you have a test	Diagnostic test (x-ray, blood work)	20% Coins	40% Coins	_____none_____
	Imaging (CT/PET scans, MRIs)	20% Coins	40% Coins	_____none_____
If you need drugs to treat your illness or condition More information about prescription drug coverage is available at www.uhcsr.com	Tier 1 - Your Lowest-Cost Option	\$15 Copay per prescription for Tier 1	\$15 Ded per prescription for generic drugs \$35 Ded per prescription for brand name up to a 31 day supply per prescription	Prescription limits may apply. You may need to obtain certain specialty drugs from a pharmacy designated by us. Mail order prescription drugs are available at 2.5 times the retail Copay up to a 90 day supply. Preferred: (If a retail UnitedHealthcare Network Pharmacy agrees to the same

Questions: Call 1-800-767-0700 or visit us at www.uhcsr.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.cciio.cms.gov or call 1-800-767-0700 to request a copy.

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
	Tier 2 - Your Midrange-Cost Option	\$35 Copay per prescription for Tier 2	\$15 Ded per prescription for generic drugs \$35 Ded per prescription for brand name up to a 31 day supply per prescription	rates, terms and requirements associated with dispensing a 90 day supply, then up to a consecutive 90 day supply of a Prescription Drug Product at 2.5 times the Copay that applies to a 31 day supply per prescription.)
	Tier 3 - Your Highest-Cost Option	\$60 Copay per prescription for Tier 3	\$15 Ded per prescription for generic drugs \$35 Ded per prescription for brand name up to a 31 day supply per prescription	
	Tier 4 - Additional High-Cost Option	Not Applicable	Not Applicable	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	20% Coins	40% Coins	_____none_____
	Physician/surgeon fees	20% Coins	40% Coins	_____none_____
If you need immediate medical attention	Emergency room services	20% Coins \$150 Copay per visit	20% Coins \$150 Ded per visit	May be limited to use of emergency room and supplies. Treatment must be rendered within 72 hours from the time of Injury or first onset of Sickness. The Copay/per visit Ded will be waived if admitted to the Hospital. See Out-of-Network Medical Emergency Services on the Policy

Questions: Call 1-800-767-0700 or visit us at www.uhcsr.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.cciio.cms.gov or call 1-800-767-0700 to request a copy.

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
	Emergency medical transportation	20% Coins	20% Coins	—————none—————
	Urgent care	20% Coins \$50 Copay per visit	40% Coins \$50 Ded per visit	May be limited to facility fees.
If you have a hospital stay	Facility fee (e.g., hospital room)	20% Coins	40% Coins	—————none—————
	Physician/surgeon fee	20% Coins	40% Coins	—————none—————
If you have mental health, behavioral health, or substance abuse needs	Mental/Behavioral health outpatient services	20% Coins	40% Coins	—————none—————
	Mental/Behavioral health inpatient services	20% Coins	40% Coins	Institutions specializing in or primarily treating Mental Illness and Substance Use Disorders may not be covered.
	Substance use disorder outpatient services	20% Coins	40% Coins	—————none—————
	Substance use disorder inpatient services	20% Coins	40% Coins	Institutions specializing in or primarily treating Mental Illness and Substance Use Disorders may not be covered.
If you are pregnant	Prenatal and postnatal care	20% Coins	40% Coins	—————none—————
	Delivery and all inpatient services	20% Coins	40% Coins	—————none—————
If you need help recovering or have other special health needs	Home health care	20% Coins	40% Coins	Visit limits may apply.
	Rehabilitation services	20% Coins	40% Coins	Visit limits may apply and may be combined for Rehabilitation and Habilitation Services.
	Habilitation services	20% Coins	40% Coins	Visit limits may apply and may be combined for Rehabilitation and Habilitation Services.
	Skilled nursing care	20% Coins	40% Coins	Visit/day limits may apply.
	Durable medical equipment	20% Coins	20% Coins	—————none—————
	Hospice service	20% Coins	40% Coins	Visit limits may apply.
If your child needs dental or eye care	Eye exam	See your plan's Pediatric Vision Plan	See your plan's Pediatric Vision Plan	See your plan's Pediatric Vision Benefit Details. Age limits apply.

Questions: Call 1-800-767-0700 or visit us at www.uhcsr.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.cciio.cms.gov or call 1-800-767-0700 to request a copy.

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
	Glasses	See your plan's Pediatric Vision Plan	See your plan's Pediatric Vision Plan	See your plan's Pediatric Vision Benefit Details. Age limits apply.
	Dental check-up	See your plan's Pediatric Dental Plan	See your plan's Pediatric Dental Plan	See your plan's Pediatric Dental Benefit Details. Age limits apply.

Questions: Call 1-800-767-0700 or visit us at www.uhcsr.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.cciio.cms.gov or call 1-800-767-0700 to request a copy.

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 noted in the policy | • Routine foot care except as noted in the policy |
| • Bariatric surgery except as noted in the policy | • Infertility treatment except as noted in the policy | • Weight loss programs except as noted in the policy |
| • Cosmetic surgery except as noted in the policy | • Long-term Care | |
| • Dental care (Adult) except as noted in the policy | • Routine eye care (Adult) except as noted in the policy | |

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
- Non-emergency care when traveling outside the U.S.
- Private-duty nursing

Questions: Call 1-800-767-0700 or visit us at www.uhcsr.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.cciio.cms.gov or call 1-800-767-0700 to request a copy.

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://cciio.cms.gov/programs/consumer/capgrants/index.html>.

Does this Coverage Provide Minimum Essential Coverage?

The Affordable Care Act requires most people to have health care coverage that qualifies as “minimum essential coverage.” **This plan or policy does provide minimum essential coverage.**

Does this Coverage Meet the Minimum Value Standard?

The Affordable Care Act establishes a minimum value standard of benefits of a health plan. The minimum value standard is 60% (actuarial value). **This health coverage does meet the minimum value standard for the benefits it provides.**

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): Dine'ehgo shika at'ohwol ninisingo, kwijigó holne' 1-800-767-0700.

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

Questions: Call 1-800-767-0700 or visit us at www.uhcsr.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.cciio.cms.gov or call 1-800-767-0700 to request a copy.

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: \$5,720**
- **Patient pays: \$1,820**

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
Total	\$7,540

Patient pays:

Deductibles	\$200
Copays	\$20
Coinsurance	\$1,400
Limits or exclusions	\$200
Total	\$1,820

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

- **Amount owed to providers: \$5,400**
- **Plan pays: \$4,120**
- **Patient pays: \$1,280**

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
Total	\$5,400

Patient pays:

Deductibles	\$200
Copays	\$600
Coinsurance	\$400
Limits or exclusions	\$80
Total	\$1,280

Questions: Call 1-800-767-0700 or visit us at www.uhcsr.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.cciio.cms.gov or call 1-800-767-0700 to request a copy.

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.

Questions: Call 1-800-767-0700 or visit us at www.uhcsr.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.cciio.cms.gov or call 1-800-767-0700 to request a copy.