# Association of Washington Cities Employee Benefit Trust ("Trust") Group Health Plan

## Summary Plan Document
## Individual High Deductible Health Plan

**January 1, 2024**

**Important Notice Under Federal Health Care Reform**

Kaiser Foundation Health Plan of Washington ("KFHPWA") recommends each Member choose a Network Personal Physician. This decision is important since the designated Network Personal Physician provides or arranges for most of the Member's health care. The Member has the right to designate any Network Personal Physician who participates in one of the KFHPWA networks and who is available to accept the Member or the Member's family members. For information on how to select a Network Personal Physician, and for a list of the participating Network Personal Physicians, please call Kaiser Permanente Member Services at (206) 630-4636 in the Seattle area, or toll-free in Washington, 1-888-901-4636.

For children, the Member may designate a pediatrician as the primary care provider.

The Member does not need Preauthorization from KFHPWA or from any other person (including a Network Personal Physician) to access obstetrical or gynecological care from a health care professional in the KFHPWA network who specializes in obstetrics or gynecology. The health care professional, however, may be required to comply with certain procedures, including obtaining Preauthorization for certain services, following a pre-approved treatment plan, or procedures for obtaining Preauthorization. For a list of participating health care professionals who specialize in obstetrics or gynecology, please call Kaiser Permanente Member Services at (206) 630-4636 in the Seattle area, or toll-free in Washington, 1-888-901-4636.

**Women's health and cancer rights**

If the Member is receiving benefits for a covered mastectomy and elects breast reconstruction in connection with the mastectomy, the Member will also receive coverage for:

- All stages of reconstruction of the breast on which the mastectomy has been performed.
- Surgery and reconstruction of the other breast to produce a symmetrical appearance.
- Prostheses.
- Treatment of physical complications of all stages of mastectomy, including lymphedemas.

These services will be provided in consultation with the Member and the attending physician and will be subject to the same Cost Shares otherwise applicable under this Summary Plan Document (SPD).

**Statement of Rights Under the Newborns' and Mothers' Health Protection Act**

Carriers offering group health coverage generally may not, under federal law, restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a cesarean section. However, federal law generally does not prohibit the mother's or newborn's attending provider, after consulting with the mother, from discharging the mother or the newborn earlier than 48 hours (or 96 hours as applicable). In any case, carriers may not, under federal law, require that a provider obtain authorization from the carrier for prescribing a length of stay not in excess of 48 hours (or 96 hours). Also, under federal law, a carrier may not set the level of benefits or out-of-pocket costs so that any later portion of the 48-hour (or 96-hour) stay is treated in a manner less favorable to the mother or newborn than any earlier portion of the stay.

**For More Information**

KFHPWA will provide the information regarding the types of plans offered by KFHPWA to Members on request. Please call Kaiser Permanente Member Services at (206) 630-4636 in the Seattle area, or toll-free in Washington, 1-888-901-4636.

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## I. Introduction

**Note:** This is a Health Savings Account (HSA) Qualified Health Plan. The health plan meets all of the requirements to be used in conjunction with a Member-initiated Health Savings Account. The provisions of the SPD do not override, or take the place of, any regulatory requirements for Health Savings Accounts. Participation in a health savings account is not a requirement for enrollment or continued eligibility. KFHPWA is not a trustee, administrator or fiduciary of any Health Savings Account which may be used in conjunction with the SPD. Please contact the Health Savings Account trustee or administrator regarding questions about requirements for Health Savings Accounts.

This booklet includes information about medical benefits available under the Group Health Plan sponsored by the Association of Washington Cities Employee Benefit Trust ("Plan") to eligible staff and their eligible family members and serves as the Summary Plan Document (SPD) for medical, pharmacy and vision benefits.

## II. Medical Plan

The AWC Trust's Group Health Plan is designed to provide health benefits for the eligible employees of employers participating in the Trust and their eligible family members. Questions about eligibility for health coverage can be answered by the AWC Trust at 1-800-562-8981.

This document describes the health benefits offered under the Plan. The health benefits are administered by Kaiser Foundation Health Plan Washington (KFHPWA). If the Member has questions regarding their coverage or how benefits have been paid, KFHPWA encourages the Member to contact Kaiser Permanente Member Services at 206-630-4636 or toll free 888-901-4636.

Please take the time to become familiar with the benefits that the Plan offers. Many terms used in this booklet have specific meanings that are defined in the Definitions section.

## III. AWC Trust and Wellness Program

The AWC Trust provides comprehensive health management tools and services for retirees:

- Health Central - Go to awctrust.org for the personal, secure health and benefits website. Members will be able to access benefits information, health records, behavior change tools, articles and videos on health topics A-Z. The Member can also access Your Health Questionnaire and personalized Health Coaching.

- Health Questionnaire (HQ) - A confidential assessment of the Member's health status and health risks. Based on the answers provided, the HQ instantly reveals a plan to improve the Member's health. The Member will receive a financial reward for completing HQ each year. Log in to Health Central at awctrust.org to find HQ.

- Health Coaching - Working with a health coach makes improving the Member's health easier. The Member's health coach offers personalized guidance and encouragement to help the Member find motivation and reach personal health goals. To schedule a confidential coaching call, visit awctrust.org or call 1-888-321-1534.

- Weight Management Coaching - An enhanced health coaching option for those with significant weight management goals. Weight Management Coaching offers one-on-one support by health experts to help the Member lose weight and keep it off. It includes a professionally monitored diet and personalized exercise planning.

- Health Screenings – Does the Member know his/her numbers? Check cholesterol, triglycerides, blood pressure and more. Discuss results immediately with an onsite health coach. Health screenings are offered every other year at worksites to retirees.

- Wellness Newsletter - The Wellness newsletter offers health and benefit articles, stories, tips, quotes, recipes and entertaining cartoons. It is delivered monthly to your home.

## IV. Eligibility, Enrollment and Termination

**Note:** If a Subscriber enrolls any eligible Dependent(s), the family level annual Deductible must be met before any benefits will be provided and the family level Out-of-pocket Maximum will apply.

### A. Eligibility.

In order to be accepted for enrollment and continuing coverage, individuals must meet any eligibility requirements imposed by the Plan Administrator and their employer, reside or work in the Service Area and meet all applicable requirements set forth below, except for temporary residency outside the Service Area for purposes of attending school, court-ordered coverage for Dependents or other unique family arrangements, when approved in advance by the Plan Administrator. KFHPWA and the Trust have the right to verify eligibility.

#### 1. Employees.

Bona fide employees of the employers participating in the Trust as established by the employer and enforced by the Plan Administrator shall be eligible for enrollment. In general, the employee must work a minimum of 20 hours per week or 80 hours per month. Please contact the Plan Administrator for more information.

#### 2. Dependents.

The employee may also enroll the following:

a. The employee's legal spouse.

b. The employee's state-registered domestic partner and, if specifically included as eligible by the employer, the employee's non-state registered domestic partner for whom an accurate and complete affidavit of qualifying domestic partnership has been submitted. Contact the Plan Administrator for questions about whether a non-state registered domestic partner is eligible for the Plan.

c. Children who are under the age of 26.

"Children" means the children of the employee, spouse or eligible domestic partner, including adopted children, stepchildren, children for whom the employee has a qualified court order to provide coverage and any other children for whom the employee is the legal guardian.

Eligibility may be extended past the Dependent's limiting age as set forth above if the Dependent is totally incapable of self-sustaining employment because of a developmental or physical disability incurred prior to attainment of the limiting age and is chiefly dependent upon the employee for support and maintenance. Enrollment for such a Dependent may be continued for the duration of the continuous total incapacity, provided enrollment does not terminate for any other reason. Medical proof of incapacity and proof of financial dependency must be furnished to KFHPWA upon request, but not more frequently than annually after the 2 year period following the Dependent's attainment of the limiting age.

#### 3. Temporary Coverage for Newborns.

When a Member gives birth, the newborn is entitled to the benefits set forth in the SPD from birth through 3 weeks of age. All provisions, limitations and exclusions will apply except Subsections E. and F. After 3 weeks of age, no benefits are available unless the newborn child qualifies as a Dependent and is enrolled.

### B. Application for Enrollment.

Application for enrollment must be completed on or before the effective date of coverage. The Plan Administrator is responsible for submitting completed applications to KFHPWA.

KFHPWA reserves the right to refuse enrollment to any person whose coverage under any plan issued by Kaiser Foundation Health Plan of Washington Options, Inc. or Kaiser Foundation Health Plan of Washington has been terminated for cause.

1. **Newly Eligible Employees.**
   Newly eligible employees and their Dependents may apply for enrollment in writing to the Plan Administrator within 31 days of becoming eligible.

2. **New Dependents.**
   A written application for enrollment of a newly dependent person, other than a newborn or adopted child, must be made to the Plan Administrator within 31 days after the dependency occurs.

   A written application for enrollment of a newborn child must be made to the Plan Administrator within 60 days following the date of birth.

   A written application for enrollment of an adoptive child must be made to the Plan Administrator within 60 days from the day the child is placed with the employee for the purpose of adoption, or the employee assumes total or partial financial support of the child.

3. **Open Enrollment.**
   KFHPWA will allow enrollment of employees and Dependents who did not enroll when newly eligible as described above during a limited period of time specified by the Plan Administrator and KFHPWA.

4. **Special Enrollment.**

   a. KFHPWA will allow special enrollment for persons:
      1) Who initially declined enrollment when otherwise eligible because such persons had other health care coverage and have had such other coverage terminated due to one of the following events:
         - Cessation of employer contributions.
         - Exhaustion of COBRA continuation coverage.
         - Loss of eligibility, except for loss of eligibility for cause.

      KFHPWA or the Plan Administrator may require confirmation that when initially offered coverage such persons submitted a written statement declining because of other coverage. Application for coverage must be made within 31 days of the termination of previous coverage.

   b. KFHPWA will allow special enrollment for individuals who are eligible to be a Subscriber and their Dependents (other than for nonpayment or fraud) in the event one of the following occurs:
      1) Divorce or Legal Separation. Application for coverage must be made within 60 days of the divorce/separation.
      2) Cessation of Dependent status (reaches maximum age). Application for coverage must be made within 30 days of the cessation of Dependent status.
      3) Death of an employee under whose coverage they were a Dependent. Application for coverage must be made within 30 days of the death of an employee.
      4) Termination or reduction in the number of hours worked. Application for coverage must be made within 30 days of the termination or reduction in number of hours worked.
      5) Leaving the service area of a former plan. Application for coverage must be made within 30 days of leaving the service area of a former plan.
      6) Discontinuation of a former plan. Application for coverage must be made within 30 days of the discontinuation of a former plan.

   c. Who are otherwise eligible (to be a Subscriber and their Dependents) in the event one of the following occurs:
      1) Marriage. Application for coverage must be made within 31 days of the date of marriage.

2) Birth. Application for coverage for the employee and Dependents other than the newborn child must be made within 60 days of the date of birth.
3) Adoption or placement for adoption. Application for coverage for the employee and Dependents other than the adopted child must be made within 60 days of the adoption or placement for adoption.
4) Eligibility for premium assistance from Medicaid or a state Children's Health Insurance Program (CHIP), provided such person is otherwise eligible for coverage under this Plan. The request for special enrollment must be made within 60 days of eligibility for such premium assistance.
5) Coverage under a Medicaid or CHIP plan is terminated as a result of loss of eligibility for such coverage. Application for coverage must be made within 60 days of the date of termination under Medicaid or CHIP.
6) Applicable federal or state law or regulation otherwise provides for special enrollment.

**C. When Coverage Begins.**

**1. Effective Date of Enrollment.**

- Enrollment for a newly eligible employee and listed Dependents is effective on the first day of the month after the employee has completed any probationary or waiting period required by the employer. Some newly eligible employees have no such probationary or waiting period, and their enrollment is effective on the first day of the month after the date they are hired. Please contact the Plan Administrator for more information.
- Enrollment for a newly dependent person, other than a newborn or adoptive child, is effective on the first day of the month following receipt by the Plan Administrator of a completed enrollment form for such new Dependent. Please contact the Plan Administrator for more information.
- Enrollment for newborns is effective from the date of birth.
- Enrollment for adoptive children is effective from the date that the adoptive child is placed with the employee for the purpose of adoption and the employee assumes total or partial financial support of the child.

**2. Commencement of Benefits for Persons Hospitalized on Effective Date.**

Members who are admitted to an inpatient facility prior to their enrollment will receive covered benefits beginning on their effective date, as set forth in Subsection C.1. above. If a Member is hospitalized in a non-Network Facility, KFHPWA reserves the right to require transfer of the Member to a Network Facility. The Member will be transferred when a Network Provider, in consultation with the attending physician, determines that the Member is medically stable to do so. If the Member refuses to transfer to a Network Facility, all further costs incurred during the hospitalization are the responsibility of the Member.

**D. Termination of Coverage.**

The employee shall be liable for payment of all charges for services and items provided to the employee and the employee's minor children after the effective date of termination. Other Members (the spouse and adult children of the employee) participating in the Plan shall themselves be liable for the payment of all charges for services and items provided to such Members.

**Termination of Specific Members.**

Individual Member coverage may be terminated for any of the following reasons:

a. Loss of Eligibility. If a Member no longer meets the eligibility requirements and is not enrolled for continuation coverage as described in Subsection F. below, coverage will terminate at the end of the month during which the loss of eligibility occurs, unless otherwise specified by the Plan Administrator.

b. For Cause. In the event of termination for cause, KFHPWA and/or the Trust reserves the right to pursue all civil remedies allowable under federal and state law for the collection of claims, losses or other damages. Coverage of a Member may be terminated upon 10 working days written notice for:
   1.) Material misrepresentation, fraud or omission of information in order to obtain coverage.
   2.) Permitting the use of a KFHPWA identification card or number by another person or using another Member's identification card or number to obtain care to which a person is not entitled.

Individual Member coverage may be retroactively terminated upon 30 days written notice and only in the case of fraud or intentional misrepresentation of a material fact; or as otherwise allowed under applicable law or regulation.

In no event will a Member be terminated solely on the basis of their physical or mental condition provided they meet all other eligibility requirements set forth in the Plan.

Any Member may appeal a termination decision through KFHPWA's appeals process.

**E. Continuation of Coverage Options.**

**1. Leave of Absence.**

While on an employer approved leave of absence, the employee and listed Dependents can continue to be covered provided that:

- They remain eligible for coverage, as set forth in Subsection A.,
- Such leave is in compliance with the employer's established paid leave of absence policy that is consistently applied to all employees,
- The employer's leave of absence policy is in compliance with the Family and Medical Leave Act when applicable.

**2. Continuation Coverage Under Federal Law.**

Upon loss of eligibility, continuation of group coverage may be available to a Member for a limited time after the Member would otherwise lose eligibility, if required by Consolidated Omnibus Budget Reconciliation Act (COBRA) or the Uniformed Services Employment and Reemployment Rights Act (USERRA) and only applies to grant continuation of coverage rights to the extent required by federal law. USERRA only applies in certain situations to employees who are leaving employment to serve in the United States Armed Forces. The employer shall inform Members of the COBRA election process and how much the Member will be required to pay directly to the employer.

Continuation coverage under COBRA or USERRA will terminate when a Member becomes covered by Medicare or obtains other group coverage, and as set forth under Subsection D.

**F. Qualified Medical Child Support Orders (QMCSOs).**

Members and Dependents can obtain, without charge, a copy of the Plan's procedures on QMCSOs from the Plan Administrator.

## V. How Covered Services Work

KFHPWA is contracted by the AWC Employee Benefit Trust to perform health plan administrative services and to arrange for the delivery of health care services only and does not assume any financial risk or obligation with respect to claims.

**Read This SPD Carefully**

This SPD is a statement of benefits, exclusions and other provisions of the Plan.

A full description of benefits, exclusions, limits and Out-of-Pocket Expenses can be found in the Benefits Details section and the General Exclusions. These sections must be considered together to fully understand the benefits available under the Plan. Words with special meaning are capitalized. They are defined in the Definitions section.

### A. Accessing Care.

1. **Members are entitled to Covered Services from the following:**
   Your Provider Network is KFHPWA's Core Network (Network). Members are entitled to Covered Services only at Network Facilities and from Network Providers, except for Emergency services and care pursuant to a Preauthorization.

   Benefits under this SPD will not be denied for any health care service performed by a registered nurse licensed to practice under chapter 18.88 RCW, if first, the service performed was within the lawful scope of such nurse's license, and second, this SPD would have provided benefit if such service had been performed by a Doctor of Medicine licensed to practice under chapter 18.71 RCW.

   A listing of Core Network Personal Physicians, specialists, women's health care providers and KFHPWA-designated Specialists is available by contacting Member Services or accessing the KFHPWA website at www.kp.org/wa. Information available online includes each physician's location, education, credentials, and specialties. KFHPWA also utilizes Health Care Benefit Managers for certain services. To see a list of Health Care Benefit Managers, go to https://healthy.kaiserpermanente.org/washington/support/forms and click on the "Evidence of coverage" link.

   **Receiving Care in another Kaiser Foundation Health Plan Service Area**
   If you are visiting in the service area of another Kaiser Permanente region, visiting member services may be available from designated providers in that region if the services would have been covered under this SPD. Visiting member services are subject to the provisions set forth in this SPD including, but not limited to, Preauthorization and cost sharing. For more information about receiving visiting member services in other Kaiser Permanente regional health plan service areas, including provider and facility locations, please call Kaiser Permanente Member Services at (206) 630-4636 in the Seattle area, or toll-free in Washington, 1-888-901-4636. Information is also available online at www.wa.kaiserpermanente.org/html/public/services/traveling.

2. **Primary Care Provider Services.**
   KFHPWA recommends that Members select a Network Personal Physician when enrolling. One personal physician may be selected for an entire family, or a different personal physician may be selected for each family member. For information on how to select or change Network Personal Physicians, and for a list of participating personal physicians, call Kaiser Permanente Member Services at (206) 630-4636 in the Seattle area, or toll-free in Washington at 1-888-901-4636 or by accessing the KFHPWA website at www.kp.org/wa. The change will be made within 24 hours of the receipt of the request if the selected physician's caseload permits. If a personal physician accepting new Members is not available in your area, contact Kaiser Permanente Member Services, who will ensure you have access to a personal physician by contacting a physician's office to request they accept new Members.

To find a personal physician, call Member Services or access the KFHPWA website at www.kp.org/wa to view physician profiles. Information available online includes each physician's location, education, credentials, and specialties.

For your personal physician, choose from these specialties:
•Family medicine
•Adult medicine/internal medicine
•Pediatrics/adolescent medicine (for children up to 18)

Be sure to check that the physician you are considering is accepting new patients.

If your choice does not feel right after a few visits, you can change your personal physician at any time, for any reason. If you don't choose a physician when you first become a KFHPWA member, we will match you with a physician to make sure you have one assigned to you if you get sick or injured.

In the case that the Member's personal physician no longer participates in KFHPWA's network, the Member will be provided access to the personal physician for up to 60 days following a written notice offering the Member a selection of new personal physicians from which to choose.

3. **Specialty Care Provider Services.**
Unless otherwise indicated, Preauthorization is required for specialty care and specialists that are not KFHPWA-designated Specialists and are not providing care at facilities owned and operated by Kaiser Permanente.

**KFHPWA-designated Specialist.**
Preauthorization is not required for services with KFHPWA-designated Specialists at facilities owned and operated by Kaiser Permanente. To access a KFHPWA-designated Specialist, consult your KFHPWA personal physician. For a list of KFHPWA-designated Specialists, contact Member Services or view the Provider Directory located at www.kp.org/wa. The following specialty care areas are available from KFHPWA-designated Specialists: allergy, audiology, cardiology, chiropractic/manipulative therapy, dermatology, gastroenterology, general surgery, hospice, mental health and wellness, nephrology, neurology, obstetrics and gynecology, occupational medicine, oncology/hematology, ophthalmology, optometry, orthopedics, otolaryngology (ear, nose and throat), physical therapy, smoking cessation, speech/language and learning services, substance use disorder and urology.

4. **Hospital Services.**
Non-Emergency inpatient hospital services require Preauthorization. Refer to the Benefits Details section for more information about hospital services.

5. **Emergency Services.**
Emergency services at a Network Facility or non-Network Facility are covered. Members must notify KFHPWA by way of the Hospital notification line (1-888-457-9516 as noted on your Member identification card) within 24 hours of any admission, or as soon thereafter as medically possible. Coverage for Emergency services at a non-Network Facility is limited to the Allowed Amount. Refer to the Benefits Details section for more information about Emergency services.

Members are covered for Emergency care and Medically Necessary urgent care anywhere in the world. If you think you are experiencing an emergency, go immediately to the nearest emergency care facility or call 911. Go to the closest urgent care center for an illness or injury that requires prompt medical attention but is not an emergency. Examples include, but are not limited to minor injuries, wounds, and cuts needing stiches; minor breathing issues; minor stomach pain. If you are unsure whether urgent care is your best option, call the consulting nurse helpline for advice at 1-800-297-6877 or 206-630-2244.

If you need Emergency care while traveling and are admitted to a non-network hospital, you or a family member must notify us within 24 hours after care begins, or as soon as is reasonably possible. Call the notification line listed on the back of your KFHPWA Member ID card to help make sure your claim is

accepted. Keep receipts and other paperwork from non-network care. You'll need to submit them with any claims for reimbursement after returning from travel.

Access to non-Emergency care across the Core network service area: your Plan provides access to all providers in the Core Network, including many physicians and services at Kaiser Permanente medical facilities and Core Network facilities across the state. Find links to providers at kp.org/wa/directory or contact Member Services at 1-888-901-4636 for assistance.

6. **Urgent Care.**
Inside the KFHPWA Service Area, urgent care is covered at a Kaiser Permanente medical center, Kaiser Permanente urgent care center or Network Provider's office. Outside the KFHPWA Service Area, urgent care is covered at any medical facility. Refer to the Benefits Details section for more information about urgent care.

For urgent care during office hours, you can call your personal physician's office first to see if you can get a same-day appointment. If a physician is not available or it is after office hours, you may speak with a licensed care provider anytime at 1-800-297-6877 or 206-630-2244. You may also check kp.org/wa/directory or call Member Services to find the nearest urgent care facility in your network.

7. **Women's Health Care Direct Access Providers.**
Female Members may see a general and family practitioner, physician's assistant, gynecologist, certified nurse midwife, licensed midwife, doctor of osteopathy, pediatrician, obstetrician or advance registered nurse practitioner who is unrestricted in your KFHPWA Network to provide women's health care services directly, without Preauthorization, for Medically Necessary maternity care, covered reproductive health services, preventive services (well care) and general examinations, gynecological care and follow-up visits for the above services. Women's health care services are covered as if the Member's Network Personal Physician had been consulted, subject to any applicable Cost Shares. If the Member's women's health care provider diagnoses a condition that requires other specialists or hospitalization, the Member or the chosen provider must obtain Preauthorization in accordance with applicable KFHPWA requirements. For a list of KFHPWA providers, contact Member Services or view the Provider Directory located at www.kp.org/wa.

8. **Travel Advisory Service.**
Our Travel Advisory Service offers recommendations tailored to your travel outside the United States. Nurses certified in travel health will advise you on any vaccines or medications you need based on your destination, activities, and medical history. The consultation is not a covered benefit and there is a fee for a KFHPWA Member using the service for the first time. Travel-related vaccinations and medications are usually not covered. Visit kp.org/wa/travel-service for more details.

9. **Process for Medical Necessity Determination.**
For certain services, a benefit is not provided by the Plan for those services unless KFHPWA first makes a determination that the service is Medically Necessary. KFHPWA uses the following process to make these determinations. Once a service has been reviewed, additional reviews may be conducted at a later date. Members will be notified in writing when a determination has been made.

First Level Review:

First level reviews are performed or overseen by appropriate clinical staff using KFHPWA approved clinical review criteria. Data sources for the review include, but are not limited to, referral forms, admission request forms, the Member's medical record, and consultation with qualified health professionals and multidisciplinary health care team members. The clinical information used in the review may include treatment summaries, problem lists, specialty evaluations, laboratory and x-ray results, and rehabilitation service documentation. The Member or legal surrogate may be contacted for information. Coordination of care interventions are initiated as they are identified. The reviewer consults with the health care team when more clarity is needed to make an informed medical necessity decision. The reviewer may consult with a board-certified consultative specialist and such consultations will be documented in the review text. If the

requested service appears to be inappropriate based on application of the review criteria, the first level reviewer requests second level review by a physician or designated health care professional.

Second Level (Practitioner) Review:

The practitioner reviews the treatment plan and discusses, when appropriate, case circumstances and management options with the attending (or referring) physician. The reviewer consults with the health care team when more clarity is needed to make an informed coverage decision. The reviewer may consult with board certified physicians from appropriate specialty areas to assist in making determinations of coverage and/or appropriateness. All such consultations will be documented in the review text. If the reviewer determines that the admission, continued stay or service requested is not a covered service, a notice of non-coverage is issued. Only a physician, behavioral health practitioner (such as a psychiatrist, doctoral-level clinical psychologist, certified addiction medicine specialist), dentist or pharmacist who has the clinical expertise appropriate to the request under review with an unrestricted license may deny coverage based on medical necessity.

After this process has been completed, if a Member disagrees with KFHPWA's determination of medical necessity, the Member may file an appeal under Section IX. of this document.

**10. Balance Billing.**
A Member will not be balance billed for Emergency Services or for certain non-emergency surgical or ancillary service provided by a non-Network Provider at a Network Facility hospital or ambulatory surgical facility. Non-emergency surgical or ancillary services include anesthesiology, pathology, radiology, laboratory, hospitalist, or surgical services. Any amounts a Member pays for Emergency Services or for non-emergency surgical or ancillary services will count toward the Deductible and Out-of-Pocket Maximum.

**B. Administration of the SPD.**
KFHPWA may adopt reasonable policies and procedures to administer the Plan. This may include, but is not limited to, policies or procedures pertaining to benefit entitlement and coverage determinations.

**C. Assignment.**
The Member may not assign this EOC or any of the rights, interests, claims for money due, benefits, or obligations here under without prior written consent.

**D. Confidentiality.**
KFHPWA is required by federal and state law to maintain the privacy of Member personal and health information. KFHPWA is required to provide notice of how KFHPWA may use and disclose personal and health information held by KFHPWA. The Notice of Privacy Practices is distributed to Members and is available in Kaiser Permanente medical centers, at www.kp.org/wa, or upon request from Member Services.

**E. Modification of the Plan.**
No oral statement of any person shall modify or otherwise affect the benefits, limitations and exclusions of the Plan, convey or void any coverage, increase or reduce any benefits under the Plan or be used in the prosecution or defense of a claim under the Plan.

**F. Nondiscrimination.**
KFHPWA does not discriminate on the basis of physical or mental disabilities in its employment practices and services. KFHPWA will not refuse to enroll or terminate a Member's coverage and will not deny care on the basis of age, sex, sexual orientation, gender identity, race, color, religion, national origin, citizenship or immigration status, veteran or military status, occupation or health status.

**G. Preauthorization.**
Refer to the Benefits Details section or call Member Services for more information regarding which services, prescriptions, equipment and facility types KFHPWA requires Preauthorization.

Failure to obtain Preauthorization when required may result in denial of coverage for those services; and the Member may be responsible for the cost of non-Covered services. Members may contact Member Services to request Preauthorization.

Preauthorization requests, including prescription requests, are reviewed and approved based on Medical Necessity, eligibility and benefits. KFHPWA will generally process Preauthorization requests and provide notification for benefits within the following timeframes:

- For electronic standard requests – within three calendar days, excluding holidays.
    - If insufficient information has been provided, a request for additional information will be made within one calendar day.
- For electronic expedited prior authorization requests – within one calendar day
    - If insufficient information has been provided, a request for additional information will be made within one calendar day.
- For nonelectronic standard requests – within five calendar days
    - If insufficient information has been provided, a request for additional information will be made within five calendar days.
- For nonelectronic expedited requests - within two calendar days
    - If insufficient information has been provided, a request for additional information will be made within one calendar day.

**H. Rights Concerning Recommended Treatment.**

Members have the right to participate in decisions regarding their health care. A Member may refuse any recommended services to the extent permitted by law. Members who obtain care not recommended by KFHPWA's medical director do so with the full understanding that KFHPWA has no obligation for the cost, or liability for the outcome, of such care.

New and emerging medical technologies are evaluated on an ongoing basis by the following committees – the Interregional New Technologies Committee, Medical Technology Assessment Committee, Medical Policy Committee, and Pharmacy and Therapeutics Committee. These physician evaluators consider the new technology's benefits, whether it has been proven safe and effective, and under what conditions its use would be appropriate. The recommendations of these committees inform what is covered on KFHPWA health plans.

**I. Second Opinions.**

The Member may access a second opinion from a Network Provider regarding a medical diagnosis or treatment plan. The Member may request Preauthorization or may visit a KFHPWA-designated Specialist for a second opinion. When requested or indicated, second opinions are provided by Network Providers and are covered with Preauthorization, or when obtained from a KFHPWA-designated Specialist. Coverage is determined by the Member's Plan; therefore, coverage for the second opinion does not imply that the services or treatments recommended will be covered. Preauthorization for a second opinion does not imply that KFHPWA will authorize the Member to return to the physician providing the second opinion for any additional treatment. Services, drugs and devices prescribed or recommended as a result of the consultation are not covered unless included as covered under the Plan.

**J. Unusual Circumstances.**

In the event of unusual circumstances such as a major disaster, epidemic, military action, civil disorder, labor disputes or similar causes, KFHPWA will not be liable for administering coverage beyond the limitations of available personnel and facilities.

In the event of unusual circumstances such as those described above, KFHPWA will make a good faith effort to arrange for Covered Services through available Network Facilities and personnel. KFHPWA shall have no other liability or obligation if Covered Services are delayed or unavailable due to unusual circumstances.

**K. Utilization Management.**

"Case Management" means a care management plan developed for a Member whose diagnosis requires timely coordination. All benefits, including travel and lodging, are limited to Covered Services that are Medically

Necessary and set forth in the Plan. KFHPWA may review a Member's medical records for the purpose of verifying delivery and coverage of services and items. Based on a prospective, concurrent or retrospective review, KFHPWA may deny coverage if, in its determination, such services are not Medically Necessary. Such determination shall be based on established clinical criteria and may require Preauthorization.

The Plan will not deny coverage retroactively for services with Preauthorization and which have already been provided to the Member except in the case of an intentional misrepresentation of a material fact by the patient, Member, or provider of services, or if coverage was obtained based on inaccurate, false, or misleading information provided on the enrollment application, or for nonpayment of premiums.

## VI. Financial Responsibilities

### A. Financial Responsibilities for Covered Services.

**Note**: Various Cost Shares may or may not be eligible for determining the Member's annual Health Savings Account contribution limit. Please contact the Health Savings Account trustee or administrator regarding questions about requirements for Health Savings Accounts.

The employee is liable for the following Cost Shares when services are received by the employee and his/her minor children. Spouses and adult children who are Members are liable for the following Cost Shares when services are received by them. Payment of an amount billed must be received within 30 days of the billing date. Charges will be for the lesser of the Cost Shares for the Covered Service or the actual charge for that service. Cost Shares will not exceed the actual charge for that service.

**1. Annual Deductible.**

**Note:** Covered Services may be subject to an annual Deductible. The annual Deductible amount a Member must pay is determined by whether the Member is a sole Subscriber or has enrolled Dependents**.**

**a. Subscriber Only Coverage (individual coverage).**

Charges subject to the annual Deductible must be paid by the Member during each calendar year until the annual Deductible is met. Covered Services must be received from a Network Provider at a Network Facility, unless the Member has received Preauthorization or has received Emergency services.

**b. Family Coverage (coverage for the Subscriber plus one (1) or more Dependents).**

Charges subject to the annual Deductible shall be borne by the Subscriber during each calendar year until the total family annual Deductible is met. The total family annual Deductible can be met by one member or by all family members in combination. Until the total family annual Deductible is met, benefits will not be provided for any family member.

**2. Plan Coinsurance.**

After the applicable annual Deductible is satisfied, Members may be required to pay Plan Coinsurance for Covered Services.

**3. Copayments.**

Members shall be required to pay applicable Copayments at the time of service. Payment of a Copayment does not exclude the possibility of an additional billing if the service is determined to be a non-Covered Service or if other Cost Shares apply.

**4. Out-of-pocket Limit.**

**Note:** The Member's Out-of-pocket Limit is determined by whether the Member is a sole Subscriber or has enrolled Dependents.

Out-of-pocket Expenses which apply toward the Out-of-pocket Limit are set forth in the Benefits Details section. Total Out-of-pocket Expenses incurred during the same calendar year shall not exceed the Out-of-pocket Limit.

**B. Financial Responsibilities for Non-Covered Services.**

The cost of non-Covered Services and supplies is the responsibility of the Member. The employee is liable for payment of any fees charged for non-Covered Services provided to the employee and their minor children at the time of service. Payment of an amount billed must be received within 30 days of the billing date.

## VII. Benefits Details

Benefits are subject to all provisions of the Plan. Members are entitled only to receive benefits and services that are Medically Necessary and clinically appropriate for the treatment of a Medical Condition as determined by KFHPWA's medical director and as described herein. All Covered Services are subject to case management and utilization management.

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| **Annual Deductible** | Subscriber pays $1,600 per calendar year for Subscriber only coverage |
| **Coinsurance** | **Plan Coinsurance:** Member pays 10% |
| **Lifetime Maximum** | No lifetime maximum on covered Essential Health Benefits |
| **Out-of-pocket Limit** | Limited to a maximum of $3,750 per calendar year for Subscriber only coverage<br><br>Out-of-pocket Limit is determined by whether the Member is a sole Subscriber or has enrolled Dependents |
| | **The following Out-of-pocket Expenses apply to the Out-of-pocket Limit:** All Cost Shares for Covered Services<br><br>**The following expenses do not apply to the Out-of-pocket Limit:** Premiums, charges for services in excess of a benefit, charges in excess of Allowed Amount, charges for non-Covered Services |
| **Pre-existing Condition Waiting Period** | No pre-existing condition waiting period |

| **Acupuncture** | |
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| Acupuncture needle treatment, limited to 20 visits per calendar year without Preauthorization.<br><br>No visit limit for treatment for Substance Use Disorder. | After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| **Exclusions:** Herbal supplements; any services not within the scope of the practitioner's licensure | |

| **Advanced Care at Home** | |
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| Advanced Care at Home is a personalized, patient-centered program that provides care for patients with certain clinical conditions in their homes, or at another appropriate care location.<br><br>Advanced Care at Home services must be associated with an acute episode and the treatment plan may include restorative care associated with the acute episode. The duration of an episode of care (which includes acute and restorative phases) is limited to a total of 30 days.<br><br>To receive advanced care in the home:<br>• The member must be referred into the advanced care program by the managing provider at an emergency room, urgent care, or inpatient setting.<br>• Advanced Care at Home requires Preauthorization based on the Member's health status, treatment plan, and home setting or another appropriate care location within the Service Area,<br>• The clinical condition must meet inpatient Medical Necessity criteria,<br>• The Member must consent to receiving advanced care described in the treatment plan,<br>• The care location, such as the member's residence, must be within 30 minutes ground travel time of an emergency department, and<br>• The care location, such as the member's residence, must, have cell service.<br><br>Advanced Care at Home is provided through Medically Home, our Network provider, and they will provide the following services in the Member's home or appropriate care location:<br>• Home visits by RNs, physical therapists, occupational therapists, speech therapists, respiratory therapists, nutritionist, health aides, and other healthcare professionals in accordance with the Advanced Care at Home treatment plan and the provider's scope of practice and licensure.<br>• Communication devices to allow the Member to contact the medical command center 24 hours a day, | No charge, Member pays nothing |

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| 7 days a week. This includes needed communication technology to support reliable connection for communication, and a personal emergency response system alert device to contact the medical command center if the Member is unable to get to a phone.<br><br>Additional services covered under this benefit include:<br>• The following equipment necessary to ensure that you are monitored appropriately in your home: blood pressure cuff/monitor, pulse oximeter, scale, and thermometer.<br>• Mobile imaging and tests such as X-rays, ultrasounds, and EKGs.<br>• Safety items when Medically Necessary, such as shower stools, raised toilet seats, grabbers, long handled shoehorn, and sock aids.<br>• Meals when Medically Necessary while you are receiving advanced care at home.<br><br>In addition, cost sharing is waived for the following covered services and items when the services and items are prescribed as part of your Advanced Care at Home treatment plan:<br>• Durable Medical Equipment.<br>• Medical Supplies.<br>• Member transportation to and from Network facilities when Member transport is Medically Necessary.<br>• Physician Assistant and Nurse Practitioner house calls.<br>• Emergency Department visits associated with this benefit.<br><br>The cost share is not waived and will apply to any services that are not part of your Advanced Care at Home treatment plan (for example, DME not specified in your Advanced Care at Home treatment plan).<br><br>For outpatient prescription drug cost shares, see Drugs - Outpatient Prescription. | |
| **Exclusions:** Private Duty Nursing; housekeeping or meal services not part of your Advanced Care at Home treatment plan; any care provided by or for a family member; any other services rendered in the home which are not specified in your Advanced Care at Home treatment plan | |

| **Allergy Services** | |
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| Allergy testing. | After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| Allergy serum and injections. | After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |

| **Ambulance** | |
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| Emergency ambulance service is covered only when:<br>• Transport is to the nearest facility that can treat your condition.<br>• Any other type of transport would put your health or safety at risk.<br>• The service is from a licensed ambulance.<br>• The ambulance transports you to a location where you receive covered services.<br><br>Emergency air or sea medical transportation is covered only when:<br>• The above requirements for ambulance service are met, and<br>• Geographic restraints prevent ground Emergency transportation to the nearest facility that can treat your condition, or ground Emergency transportation would put your health or safety at risk. | After Deductible, Member pays 10% Plan Coinsurance |
| Non-Emergency ground or air interfacility transfer to or from a Network Facility where you receive covered services when Preauthorized by KFHPWA. Contact Member Services for Preauthorization. | After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital-to-hospital ground transfers:** After Deductible, Member pays nothing |

| **Cancer Screening and Diagnostic Services** | |
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| Routine cancer screening covered as Preventive Services in accordance with the well care schedule established by KFHPWA and the Patient Protection and Affordable Care Act of 2010. The well care schedule is available in Kaiser Permanente medical centers, at www.kp.org/wa, or upon request from Member Services. See Preventive Services for additional information. | No charge; Member pays nothing |
| Diagnostic laboratory and diagnostic services for cancer. See Diagnostic Laboratory and Radiology Services for additional information. Preventive laboratory/radiology services are covered as Preventive Services. | After Deductible, Member pays 10% Plan Coinsurance |

| **Circumcision** | |
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| Circumcision.<br><br>Non-Emergency inpatient hospital services require Preauthorization. | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |

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| | Within 60 days of birth: No charge; Member pays nothing. |

| **Clinical Trials** | |
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| Notwithstanding any other provision of this document, the Plan provides benefits for Routine Patient Costs of qualified individuals in approved clinical trials, to the extent benefits for these costs are required by federal and state law.<br><br>Routine patient costs include all items and services consistent with the coverage provided in the plan (or coverage) that is typically covered for a qualified individual who is not enrolled in a clinical trial.<br><br>Clinical trials are a phase I, phase II, phase III, or phase IV clinical trial that is conducted in relation to the prevention, detection, or treatment of cancer or other life-threatening disease or condition. "Life threatening condition" means any disease or condition from which the likelihood of death is probable unless the course of the disease or condition is interrupted.<br><br>Clinical trials require Preauthorization. | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| **Exclusions:** Routine patient costs do not include: (i) the investigational item, device, or service, itself; (ii) items and services that are provided solely to satisfy data collection and analysis needs and that are not used in the direct clinical management of the patient; or (iii) a service that is clearly inconsistent with widely accepted and established standards of care for a particular diagnosis | |

| **Dental Services and Dental Anesthesia** | |
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| Dental services (i.e., routine care, evaluation and treatment) including accidental injury to natural teeth. | Not covered; Member pays 100% of all charges |
| Dental services in preparation for treatment including but not limited to: chemotherapy, radiation therapy, and organ transplants. Dental services (evaluation and treatment) in preparation for treatment require Preauthorization.<br><br>Dental problems such as infections requiring emergency treatment outside of standard business hours are covered as Emergency Services. | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |

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| General anesthesia services and related facility charges for dental procedures for Members who are under 7 years of age, or are physically or developmentally disabled or have a Medical Condition where the Member's health would be put at risk if the dental procedure were performed in a dentist's office.<br><br>General anesthesia services for dental procedures require Preauthorization. | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| **Exclusions:** Dentist's or oral surgeon's fees; dental care, surgery, services and appliances, including treatment of accidental injury to natural teeth, reconstructive surgery to the jaw in preparation for dental implants, dental implants, periodontal surgery; any other dental service not specifically listed as covered | |

| **Devices, Equipment and Supplies (for home use)** | |
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| Durable medical equipment: Equipment which can withstand repeated use, is primarily and customarily used to serve a medical purpose, is useful only in the presence of an illness or injury and is used in the Member's home.<br><br>• Examples of covered durable medical equipment include hospital beds; wheelchairs: walkers: crutches: canes: blood glucose monitors: external insulin pumps (including related supplies such as tubing, syringe cartridges, cannulae and inserters); oxygen and the rental of equipment to administer oxygen (including tubing, connectors, and masks): and therapeutic shoes, modifications and shoe inserts for severe diabetic foot disease. KFHPWA will determine if equipment is made available on a rental or purchase basis.<br>• Orthopedic appliances: Items attached to an impaired body segment for the purpose of protecting the segment or assisting in restoration or improvement of its function.<br>• Ostomy supplies: Supplies for the removal of bodily secretions or waste through an artificial opening.<br>• Post-mastectomy bras/forms, limited to 2 every 6 months. Replacements within this 6 month period are covered when Medically Necessary due to a change in the Member's condition.<br>• Prosthetic devices: Items which replace all or part of an external body part, or function thereof.<br>• Sales tax for devices, equipment and supplies.<br><br>When provided in lieu of hospitalization, benefits will be the greater of benefits available for devices, equipment and supplies, home health or hospitalization. See Advanced Care at Home for durable medical equipment provided in an Advanced Care at Home setting. See Hospice for durable medical equipment provided in a hospice setting.<br><br>Devices, equipment and supplies including repair, adjustment or replacement of appliances and equipment require | After Deductible, Member pays 50% coinsurance.<br><br>Annual Deductible does not apply to strip-based blood glucose monitors, test strips, lancets or control solutions. |

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| Preauthorization. | |
| **Exclusions:** Arch supports, including custom shoe modifications or inserts and their fittings not related to the treatment of diabetes; orthopedic shoes that are not attached to an appliance; wigs/hair prosthesis; take-home dressings and supplies following hospitalization; supplies, dressings, appliances, devices or services not specifically listed as covered above; same as or similar equipment already in the Member's possession; replacement or repair due to loss, theft, breakage from willful damage, neglect or wrongful use, or due to personal preference; structural modifications to a Member's home or personal vehicle | |

| **Diabetic Education, Equipment and Pharmacy Supplies** | |
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| Diabetic education and training. | After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| Diabetic equipment: Blood glucose monitors and external insulin pumps (including related supplies such as tubing, syringe cartridges, cannulae and inserters), and therapeutic shoes, modifications and shoe inserts for severe diabetic foot disease. See Devices, Equipment and Supplies for additional information. | After Deductible, Member pays 50% coinsurance.<br><br>Annual Deductible does not apply to strip-based blood glucose monitors, test strips, lancets or control solutions. |
| Diabetic pharmacy supplies: Insulin, lancets, lancet devices, needles, insulin syringes, disposable insulin pens, pen needles, glucagon emergency kits, prescriptive oral agents and blood glucose test strips for a supply of 30 days or less per item. Certain brand name insulin drugs will be covered at the generic level. See Drugs – Outpatient Prescription for additional pharmacy information. | **Preferred generic drugs (Tier 1):** After Deductible, Member pays $15 Copayment per 30-days up to a 90-day supply.<br><br>**Preferred brand name drugs (Tier 2):** After Deductible, Member pays $30 Copayment per 30-days up to a 90-day supply.<br><br>**Non-preferred generic and brand name drugs (Tier 3):** After Deductible, Member pays $50 Copayment per 30-days up to a 90-day supply.<br><br>Certain preventive medications (determined by KFHPWA) are covered in full.<br><br>Annual Deductible does not apply to glucose monitors, test strips, lancets or control solutions.<br><br>Note: A Member will not pay more than $35, not subject to the Deductible, for a 30-day supply of insulin. Any cost sharing paid will apply toward the annual Deductible |
| Diabetic retinal screening. | No charge; Member pays nothing |

| **Dialysis (Home and Outpatient)** | |
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| Dialysis in an outpatient or home setting is covered for Members with acute kidney failure or end-stage renal disease (ESRD). | After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |

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| Dialysis requires Preauthorization. | |
| Injections administered by a Network Provider in a clinical setting during dialysis. | **Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| Self-administered injectables. See Drugs – Outpatient Prescription for additional pharmacy information. | **Preferred generic drugs (Tier 1):** After Deductible, Member pays $15 Copayment per 30-days up to a 90-day supply.<br><br>**Preferred brand name drugs (Tier 2):** After Deductible, Member pays $30 Copayment per 30-days up to a 90-day supply.<br><br>**Non-preferred generic and brand name drugs (Tier 3):** After Deductible, Member pays $50 Copayment per 30-days up to a 90-day supply.<br><br>Certain preventive medications (determined by KFHPWA) are covered in full |

| **Drugs - Outpatient Prescription** | |
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| Prescription drugs, supplies and devices for a supply of 30 days or less including diabetic pharmacy supplies (insulin, lancets, lancet devices, needles, insulin syringes, disposable insulin pens, pen needles and blood glucose test strips), mental health and wellness drugs, self-administered injectables, and routine costs for prescription medications provided in a clinical trial. “Routine costs” means items and services delivered to the Member that are consistent with and typically covered by the plan or coverage for a Member who is not enrolled in a clinical trial. All drugs, supplies and devices must be for Covered Services.<br><br>All drugs, supplies and devices must be obtained at a KFHPWA-designated pharmacy except for drugs dispensed for Emergency services or for Emergency services obtained outside of the KFHPWA Service Area, including out of the country. Information regarding KFHPWA-designated pharmacies is reflected in the KFHPWA Provider Directory or can be obtained by contacting Kaiser Permanente Member Services.<br><br>Prescription drug Cost Shares are payable at the time of delivery. Certain brand name insulin drugs are covered at the generic drug Cost Share.<br><br>Members may be eligible to receive an emergency fill for certain prescription drugs filled outside of KFHPWA’s business hours or when KFHPWA cannot reach the prescriber for consultation. For emergency fills, Members pay the prescription drug Cost Share for each 7 day supply or less, or | **Preferred generic drugs (Tier 1):** After Deductible, Member pays $15 Copayment per 30-days up to a 90-day supply.<br><br>**Preferred brand name drugs (Tier 2):** After Deductible, Member pays $30 Copayment per 30-days up to a 90-day supply.<br><br>**Non-preferred generic and brand name drugs (Tier 3):** After Deductible, Member pays $50 Copayment per 30-days up to a 90-day supply.<br><br>Certain preventive medications (determined by KFHPWA) are covered in full.<br><br>Annual Deductible does not apply to strip-based blood glucose monitors, test strips, lancets or control solutions.<br><br>Note: A Member will not pay more than $35, not subject to the Deductible, for a 30-day supply of insulin. Any cost sharing paid will apply toward the annual Deductible |

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| the minimum packaging size available at the time the emergency fill is dispensed. A list of prescription drugs eligible for emergency fills is available on the pharmacy website at www.kp.org/wa/formulary. Members can request an emergency fill by calling 1-855-505-8107.<br><br>Certain drugs are subject to Preauthorization as shown in the Preferred drug list (formulary) available at www.kp.org/wa/formulary.<br><br>For outpatient prescription drugs and/or items that are covered under the Drugs – Outpatient Prescription section and obtained at a pharmacy owned and operated by KFHPWA, a Member may be able to use approved manufacturer coupons as payment for the Cost Sharing that a Member owes, as allowed under KFHPWA's coupon program. A Member will owe any additional amount if the coupon does not cover the entire amount of the Cost Sharing for the Member's prescription. When a Member uses an approved coupon for payment of their Cost Sharing, the coupon amount and any additional payment that you make will accumulate to their Deductible and Out-of-Pocket Limit. More information is available regarding the Kaiser Permanente coupon program rules and limitations at kp.org/rxcoupons. | |
| Injections administered by a Network Provider in a clinical setting. | After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| Over-the-counter drugs not included under Preventive Care or Reproductive Health. | Not covered; Member pays 100% of all charges |
| Mail order drugs dispensed through the KFHPWA-designated mail order service | Member pays the prescription drug Cost Share for each 30 day supply or less |
| The KFHPWA Preferred drug list is a list of prescription drugs, supplies, and devices considered to have acceptable efficacy, safety and cost-effectiveness. The Preferred drug list is maintained by a committee consisting of a group of physicians, pharmacists and a consumer representative who review the scientific evidence of these products and determine the Preferred and Non-Preferred status as well as utilization management requirements. Preferred drugs generally have better scientific evidence for safety and effectiveness and are more affordable than Non-Preferred drugs. The preferred drug list is available at www.kp.org/wa/formulary, or upon request from Member Services.<br><br>A Member, a Member's designee, or a prescribing physician may request a coverage exception to gain access to clinically appropriate drugs if the drug is not otherwise covered by contacting Member Services. Coverage determination reviews may include requests to cover non-preferred drugs, obtain Preauthorization for a specific drug, or exceptions to other utilization management requirements, such as quantity limits.<br>KFHPWA will provide a determination and notification of the determination no later than 72 hours of the request after receipt of information sufficient to make a decision. The prescribing physician must submit an oral or written statement regarding the need for the non-Preferred drug, and a list of all of the preferred drugs which have been ineffective for the Member.<br><br>Expedited or Urgent Reviews: A Member, a Member's designee, or a prescribing physician may request an expedited review for coverage for non-covered drugs when a delay caused by using the standard review process will seriously jeopardize the Member's life, health or ability to regain maximum function or will subject to the Member to severe pain that cannot be managed adequately without the requested drug. KFHPWA or the IRO will provide a | |

determination and notification of the determination no later than 24 hours from the receipt of the request after receipt of information sufficient to make a decision.
Prescription drugs are drugs which have been approved by the Food and Drug Administration (FDA) and which can, under federal or state law, be dispensed only pursuant to a prescription order. These drugs, including off-label use of FDA-approved drugs (provided that such use is documented to be effective in one of the standard reference compendia; a majority of well-designed clinical trials published in peer-reviewed medical literature document improved efficacy or safety of the agent over standard therapies, or over placebo if no standard therapies exist; or by the federal secretary of Health and Human Services) are covered. "Standard reference compendia" means the American Hospital Formulary Service – Drug Information; the American Medical Association Drug Evaluation; the United States Pharmacopoeia – Drug Information, or other authoritative compendia as identified from time to time by the federal secretary of Health and Human Services. "Peer-reviewed medical literature" means scientific studies printed in health care journals or other publications in which original manuscripts are published only after having been critically reviewed for scientific accuracy, validity and reliability by unbiased independent experts. Peer-reviewed medical literature does not include in-house publications of pharmaceutical manufacturing companies.

Generic drugs are dispensed whenever available. A generic drug is a drug that is the pharmaceutical equivalent to one or more brand name drugs. Such generic drugs have been approved by the Food and Drug Administration as meeting the same standards of safety, purity, strength and effectiveness as the brand name drug. Brand name drugs are dispensed if there is not a generic equivalent. In the event the Member elects to purchase a brand-name drug instead of the generic equivalent (if available), the Member is responsible for paying the difference in cost in addition to the brand-name prescription drug Cost Share, which does not apply to the Out-of-pocket Limit. Member will never pay more than the actual cost of the prescription.

Drug coverage is subject to utilization management that includes Preauthorization, step therapy (when a Member tries a certain medication before receiving coverage for a similar, but non-Preferred medication), limits on drug quantity or days supply and prevention of overutilization, underutilization, therapeutic duplication, drug-drug interactions, incorrect drug dosage, drug-allergy contraindications and clinical abuse/misuse of drugs. If a Member has a new prescription for a chronic condition, the Member may request a coordination of medications so that medications for chronic conditions are refilled on the same schedule (synchronized). Cost-shares for the initial fill of the medication will be adjusted if the fill is less than the standard quantity. Please contact Member Services for more information.

Specialty drugs are high-cost drugs prescribed by a physician that requires close supervision and monitoring for serious and/or complex conditions, such as rheumatoid arthritis, hepatitis or multiple sclerosis. Specialty drugs must be obtained through KFHPWA's preferred specialty pharmacy vendor and/or network of specialty pharmacies. For a list of specialty drugs or more information about KFHPWA's specialty pharmacy network, please go to the KFHPWA website at www.kp.org/wa/formulary or contact Member Services at 206-630-4636 or toll-free at 1-888-901-4636.

**The Member's Right to Safe and Effective Pharmacy Services:** State and federal laws establish standards to assure safe and effective pharmacy services, and to guarantee Members' right to know what drugs are covered and the coverage limitations. Members who would like more information about the drug coverage policies, or have a question or concern about their pharmacy benefit, may contact KFHPWA at 206-630-4636 or toll-free 1-888-901-4636 or by accessing the KFHPWA website at www.kp.org/wa.

Members who have a concern about the pharmacists or pharmacies serving them may call the Washington State Department of Health at toll-free 1-800-525-0127.

**Prescription Drug Coverage and Medicare:** This benefit, for purposes of Creditable Coverage, is actuarially equal to or greater than the Medicare Part D prescription drug benefit. Members who are also eligible for Medicare Part D can remain covered and will not be subject to Medicare-imposed late enrollment penalties should they decide to enroll in a Medicare Part D plan at a later date; however, the Member could be subject to payment of higher Part D premiums if the Member subsequently has a break in creditable coverage of 63 continuous days or longer before enrolling in a Part D plan. A Member who discontinues coverage must meet eligibility requirements in order to re-enroll.

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| **Exclusions:** Over-the-counter drugs, supplies and devices not requiring a prescription under state law or regulations, including most prescription vitamins, except as recommended by the U.S. Preventive Services Task Force (USPSTF);non-preferred generic and brand name drugs; drugs and injections for anticipated illness while traveling; drugs and injections for cosmetic purposes; replacement of lost, stolen, or damaged drugs or devices; administration of excluded drugs and injectables; drugs used in the treatment of sexual dysfunction disorders; compounds which include a non-FDA approved drug; growth hormones for idiopathic short stature without growth hormone deficiency; prescription drugs/products available over-the-counter or have an over-the-counter alternative that is determined to be therapeutically interchangeable |

| **Emergency Services** | |
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| Emergency services at a Network Facility or non-Network Facility. See the Definitions section for a definition of Emergency.<br><br>Emergency services include professional services, treatment and supplies, facility costs, outpatient charges for patient observation, medical screening exams required to stabilize a patient, and post stabilization treatment.<br><br>Members must notify KFHPWA by way of the Hospital notification line within 24 hours of any admission, or as soon thereafter as medically possible.<br><br>If a Member is admitted as an inpatient or to Advanced Care at Home directly from an emergency department, any Emergency services Copayment is waived. Coverage is subject to the applicable hospital services or Advanced Care at Home Cost Shares.<br><br>If a Member is hospitalized in a non-Network Facility, KFHPWA reserves the right to require transfer of the Member to a Network Facility upon consultation between a Network Provider and the attending physician. If the Member refuses to transfer to a Network Facility or does not notify KFHPWA within 24 hours following admission, all further costs incurred during the hospitalization are the responsibility of the Member.<br><br>Follow-up care which is a direct result of the Emergency must be received from a Network Provider, unless Preauthorization is obtained for such follow-up care from a non-Network Provider. | **Network Facility:** After Deductible, Member pays $75 Copayment and 10% Plan Coinsurance<br><br>**Non-Network Facility:** After Deductible, Member pays $75 Copayment and 10% Plan Coinsurance |

| **Gender Health Services** | |
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| Medically Necessary medical and surgical services for gender affirmation. Consultation and treatment require Preauthorization. Certain procedures are subject to age limits, please see our clinical criteria https://wa-provider.kaiserpermanente.org/static/pdf/hosting/clinical/criteria/pdf/gender_reassignment_surgery.pdf for | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |

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| details.<br><br>Prescription drugs are covered the same as for any other condition (see Drugs – Outpatient Prescription for coverage).<br><br>Counseling services are covered the same as for any other condition (see Mental Health and Wellness for coverage).<br><br>Non-Emergency inpatient hospital services require Preauthorization. | **Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| **Exclusions:** Cosmetic services and surgery not related to gender affirming treatment (i.e., face lift or calf implants); complications of non-Covered Services. | |

| **Hearing Examinations and Hearing Aids** | |
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| Hearing exams for hearing loss and evaluation and hearing aid examinations are covered only when provided at KFHPWA-approved facilities.<br><br>Cochlear implants when in accordance with KFHPWA clinical criteria.<br><br>Covered services for initial cochlear implants include diagnostic testing, pre-implant testing, implant surgery, post-implant follow-up, speech therapy, programming and associated supplies (such as transmitter cable, and batteries).<br><br>Replacement devices and associated supplies – see Devices, Equipment and Supplies Section. | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| Hearing aids, bone conduction hearing devices, and non-surgical Bone Anchored Hearing Systems (BAHS) for hearing loss | After minimum Deductible, Member pays nothing limited to an Allowance of $3,000 per ear during any consecutive 36 months.<br><br>After Allowance: Not covered; Member pays 100% of all charges.<br><br>**Note:** Hearing aids are required to be subject to the minimum Deductible amount in order to meet state law requirements ($1,600 individual/$3,200 family). All other services are subject to the entire Annual Deductible. The minimum Deductible amount may increase as determined by federal law. Members will receive notification of any changes to the minimum Deductible amount. |
| Initial assessment, fitting, adjustments, auditory training and ear molds as necessary to maintain optimal fit for hearing aids. | **Outpatient Services:** After minimum Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Note:** Hearing aids are required to be subject to the minimum Deductible amount in order to meet state |

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| | law requirements ($1,600 individual/$3,200 family). All other services are subject to the entire Annual Deductible. The minimum Deductible amount may increase as determined by federal law. Members will receive notification of any changes to the minimum Deductible amount. |
| **Exclusions:** Programs or treatments for hearing loss or hearing care associated with externally worn hearing or surgically implanted hearing aids and the surgery and services necessary to implant them except as described above; hearing screening tests required under Preventive Services; replacement costs of hearing aids due to loss, breakage or theft, unless at the time of such replacement the Member is eligible under the benefit Allowance; [repairs; replacement parts; replacement batteries; maintenance costs | |

| **Home Health Care** | |
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| Home health care when the following criteria are met:<br>• Except for patients receiving palliative care services, the Member must be unable to leave home due to a health problem or illness. Unwillingness to travel and/or arrange for transportation does not constitute inability to leave the home.<br>• The Member requires intermittent skilled home health care, as described below.<br>• KFHPWA's medical director determines that such services are Medically Necessary and are most appropriately rendered in the Member's home.<br><br>Covered Services for home health care may include the following when rendered pursuant to a KFHPWA-approved home health care plan of treatment: nursing care; restorative physical, occupational, respiratory and speech therapy; durable medical equipment; medical social worker and limited home health aide services.<br><br>Home health services are covered on an intermittent basis in the Member's home. "Intermittent" means care that is to be rendered because of a medically predictable recurring need for skilled home health care. "Skilled home health care" means reasonable and necessary care for the treatment of an illness or injury which requires the skill of a nurse or therapist, based on the complexity of the service and the condition of the patient and which is performed directly by an appropriately licensed professional provider.<br><br>Home health care requires Preauthorization. | After Deductible, Member pays 10% Plan Coinsurance |
| **Exclusions:** Private Duty Nursing; housekeeping or meal services; any care provided by or for a family member; any other services rendered in the home which do not meet the definition of skilled home health care above | |

| **Hospice** | |
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| Hospice care when provided by a licensed hospice care | After Deductible, Member pays 10% Plan |

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| program. A hospice care program is a coordinated program of home and inpatient care, available 24 hours a day. This program uses an interdisciplinary team of personnel to provide comfort and supportive services to a Member and any family members who are caring for the member, who is experiencing a life-threatening disease with a limited prognosis. These services include acute, respite and home care to meet the physical, psychosocial and special needs of the Member and their family during the final stages of illness. In order to qualify for hospice care, the Member's provider must certify that the Member is terminally ill and is eligible for hospice services.<br><br>**Inpatient Hospice Services.** For short-term care, inpatient hospice services are covered with Preauthorization.<br><br>Respite care is covered to provide continuous care of the Member and allow temporary relief to family members from the duties of caring for the Member for a maximum of 5 consecutive days per 3 month period of hospice care.<br><br>**Other covered hospice services, when billed by a licensed hospice program, may include the following:**<br>• Inpatient and outpatient services and supplies for injury and illness.<br>• Semi-private room and board, except when a private room is determined to be necessary.<br>• Durable medical equipment when billed by a licensed hospice care program.<br><br>Hospice care requires Preauthorization. | Coinsurance |
| **Exclusions:** Private Duty Nursing, financial or legal counseling services; meal services; any services provided by family members | |

| **Hospital - Inpatient and Outpatient** | |
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| The following inpatient medical and surgical services are covered:<br>• Room and board, including private room when prescribed, and general nursing services.<br>• Hospital services (including use of operating room, anesthesia, oxygen, x-ray, laboratory and radiotherapy services).<br>• Drugs and medications administered during confinement.<br>• Medical implants.<br>• Withdrawal management services).<br><br>Outpatient hospital includes ambulatory surgical centers.<br><br>Alternative care arrangements may be covered as a cost-effective alternative in lieu of otherwise covered Medically Necessary hospitalization or other Medically Necessary | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |

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| institutional care with the consent of the Member and recommendation from the attending physician or licensed health care provider. Alternative care arrangements in lieu of covered hospital or other institutional care must be determined to be appropriate and Medically Necessary based upon the Member's Medical Condition. Such care is covered to the same extent the replaced Hospital Care is covered. Alternative care arrangements require Preauthorization.<br><br>Members receiving the following nonscheduled services are required to notify KFHPWA by way of the Hospital notification line within 24 hours following any admission, or as soon thereafter as medically possible: acute withdrawal management services, Emergency psychiatric services, Emergency services, labor and delivery and inpatient admissions needed for treatment of Urgent Conditions that cannot reasonably be delayed until Preauthorization can be obtained.<br><br>Coverage for Emergency services in a non-Network Facility and subsequent transfer to a Network Facility is set forth in Emergency Services.<br><br>Non-Emergency inpatient hospital services require Preauthorization. | |
| **Exclusions:** Take home drugs, dressings and supplies following hospitalization; internally implanted insulin pumps, artificial larynx, and any other implantable device that have not been approved by KFHPWA's medical director | |

| **Infertility (including sterility)** | |
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| General counseling and diagnostic services<br><br>Infertility services require Preauthorization. | After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| Specific diagnostic, medical and surgical treatment, artificial insemination, and drug therapy are covered when in accordance with criteria established by KFHPWA.<br><br>Services related to conception by artificial implantation, including in-vitro fertilization, and assisted reproduction, including gamete intrafallopian transfer (GIFT) and zygote intrafallopian transfer (ZIFT) IVF/GIFT/ZIFT is limited to a $20,000 lifetime maximum.<br><br>Fertility drugs are limited to a $5,000 lifetime maximum | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br>**Drug Therapy: Preferred generic drugs (Tier 1):** After Deductible, Member pays $15 Copayment per 30-days up to a 90-day supply.<br><br>**Preferred brand name drugs (Tier 2):** After Deductible, Member pays $30 Copayment per 30-days up to a 90-day supply.<br><br>**Non-preferred generic and brand name drugs (Tier 3):** After Deductible, Member pays $50 |

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| | Copayment per 30-days up to a 90-day supply.<br><br>**IVF/GIFT/ZIFT:** Member pays 50% coinsurance |
| **Exclusions:** All charges and related services for donor services and donor materials; surrogacy. Sexual dysfunction drugs are not covered. | |

| **Infusion Therapy** | |
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| Administration of Medically Necessary infusion therapy in an outpatient setting.<br><br>Preauthorization is required. | After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| Administration of Medically Necessary infusion therapy in the home setting.<br><br>To receive benefits for the administration of select infusion medications in the home setting, the drugs must be obtained through KFHPWA's preferred specialty pharmacy and administered by a provider we identify. For a list of these specialty drugs or for more information about KFHPWA's specialty pharmacy network, please go to the KFHPWA website at www.kp.org/wa/formulary or contact Member Services. | No charge; Member pays nothing |
| Associated infused medications include, but are not limited to:<br>• Antibiotics.<br>• Hydration.<br>• Chemotherapy.<br>• Pain management.<br><br>Preauthorization is required. | After Deductible, Member pays 10% Plan Coinsurance |

| **Laboratory and Radiology** | |
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| Nuclear medicine, radiology, ultrasound and laboratory services, including high end radiology imaging services such as CAT scan, MRI and PET which are subject to Preauthorization except when associated with Emergency services or inpatient services. Please contact Member Services for any questions regarding these services.<br><br>Services received as part of an emergency visit are covered as Emergency Services.<br><br>Preventive laboratory and radiology services are covered in accordance with the well care schedule established by KFHPWA and the Patient Protection and Affordable Care Act of 2010. The well care schedule is available in Kaiser Permanente medical centers, at www.kp.org/wa, or upon request from Member Services. | After Deductible, Member pays 10% Plan Coinsurance<br><br>**Breast Exam:** After minimum Deductible, Member pays nothing. (Includes diagnostic mammography, digital breast tomosynthesis/3D mammography, breast magnetic resonance imaging (MRI), or breast ultrasound)<br><br>Note: Breast exam services are required to be subject to the minimum Deductible amount in order to meet state law requirements ($1,600 individual/$3,200 family). All other services are subject to the entire Annual Deductible. The minimum Deductible amount may increase as determined by federal law. Members will receive notification of any changes to the minimum Deductible amount. |

| **Manipulative Therapy** | |
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| Manipulative therapy of the spine and extremities when in accordance with KFHPWA clinical criteria, limited to a total of 20 visits per calendar year. Preauthorization is not required.<br><br>Rehabilitation services, such as massage or physical therapy, provided with manipulations is covered under the Rehabilitation and Habilitative Care (massage, occupational, physical and speech therapy, pulmonary and cardiac rehabilitation) and Neurodevelopmental Therapy section. | After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| **Exclusions:** Supportive care rendered primarily to maintain the level of correction already achieved; care rendered primarily for the convenience of the Member; care rendered on a non-acute, asymptomatic basis; charges for any other services that do not meet KFHPWA clinical criteria as Medically Necessary | |

| **Maternity and Pregnancy** | |
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| Pregnancy care and services, including care for complications of pregnancy, in utero treatment for the fetus, prenatal testing for the detection of congenital and heritable disorders when Medically Necessary and prenatal and postpartum care are covered for all Members including eligible Dependents. Preventive services related to preconception, prenatal and postpartum care are covered as Preventive Services including breastfeeding support, supplies and counseling for each birth when Medically Necessary as determined by KFHPWA's medical director and in accordance with Board of Health standards for screening and diagnostic tests during pregnancy.<br><br>Delivery and associated Hospital Care, including home births and birthing centers. Home births are considered outpatient | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |

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| services.<br><br>Members must notify KFHPWA by way of the Hospital notification line within 24 hours of any admission, or as soon thereafter as medically possible. The Member's provider, in consultation with the Member, will determine the Member's length of inpatient stay following delivery.<br><br>Donor human milk will be covered during the inpatient hospital stay when Medically Necessary, provided through a milk bank and ordered by a licensed Provider or board-certified lactation consultant. | |
| Termination of pregnancy.<br><br>Non-Emergency inpatient hospital services require Preauthorization. | **Hospital - Inpatient:** After minimum Deductible No charge, Member pays nothing.<br><br>**Hospital - Outpatient:** After minimum Deductible No charge, Member pays nothing.<br><br>**Outpatient Services:** After minimum Deductible No charge, Member pays nothing.<br><br>Note: Termination of pregnancy services are required to be subject to the minimum Deductible amount in order to meet state law requirements ($1,600 individual/$3,200 family). All other services are subject to the entire Annual Deductible. The minimum Deductible amount may increase as determined by federal law. Members will receive notification of any changes to the minimum Deductible amount. |
| **Exclusions:** Birthing tubs; genetic testing of non-Members; fetal ultrasound in the absence of medical indications | |

| **Mental Health and Wellness** | |
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| Mental health and wellness services provided at the most clinically appropriate and Medically Necessary level of mental health care intervention as determined by KFHPWA's medical director. Treatment may utilize psychiatric, psychological and/or psychotherapy services to achieve these objectives.<br><br>Mental health and wellness services including medical management and prescriptions are covered the same as for any other condition.<br><br>Applied behavioral analysis (ABA) therapy, limited to outpatient treatment of an autism spectrum disorder or, has a developmental disability for which there is evidence that ABA therapy is effective. Documented diagnostic assessments, individualized treatment plans and progress | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Group Visits:** After Deductible, No charge; Member pays nothing |

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| evaluations are required.<br><br>Services for any involuntary court-ordered treatment program shall be covered only if determined to be Medically Necessary by KFHPWA's medical director. Services provided under involuntary commitment statutes are covered.<br><br>If a Member is admitted as an inpatient directly from an emergency department, any Emergency services Copayment is waived. Coverage is subject to the hospital services Cost Share. Coverage for services incurred at non-Network Facilities shall exclude any charges that would otherwise be excluded for hospitalization within a Network Facility. Members must notify KFHPWA by way of the Hospital notification line within 24 hours of any admission, or as soon thereafter as medically possible.<br><br>Mental health and wellness services rendered to treat mental disorders are covered. Mental Disorders means mental disorders covered in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders published by the American Psychiatric Association, except as otherwise excluded in this SPD under Sections VII. or VIII. Mental Health and Wellness Services means Medically Necessary outpatient services, Residential Treatment, partial hospitalization program, and inpatient services provided by a licensed facility or licensed providers, except as otherwise excluded in this SPD under Sections VII. or VIII.<br><br>Inpatient mental health and wellness services, Residential Treatment and partial hospitalization programs must be provided at a hospital or facility that KFHPWA has approved specifically for the treatment of mental disorders. Substance use disorder services are covered subject to the Substance Use Disorder services benefit.<br><br>Non-Emergency inpatient hospital services, including Residential Treatment require Preauthorization. Outpatient specialty services, including partial hospitalization, Repetitive Transcranial Magnetic Stimulation (rTMS), Electroconvulsive Therapy (ECT), and Esketamine require Preauthorization. routine outpatient therapy and psychiatry services with contracted network providers do not require Preauthorization. | |
| **Exclusions:** Specialty treatment programs such as "behavior modification programs" not considered Medically Necessary; relationship counseling or phase of life problems (Z code only diagnoses); wilderness therapy, and aversion therapy. | |

| **Naturopathy** | |
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| Naturopathy.<br><br>Limited to 3 visits per medical diagnosis per calendar year without Preauthorization. Additional visits are covered with Preauthorization.<br><br>Laboratory and radiology services are covered only when obtained through a Network Facility. | After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| **Exclusions:** Herbal supplements; nutritional supplements; any services not within the scope of the practitioner's licensure | |

| **Newborn Services** | |
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| Newborn services are covered the same as for any other condition. Any Cost Share for newborn services is separate from that of the mother.<br><br>Preventive services for newborns are covered under Preventive Services.<br><br>See the Eligibility, Enrollment and Termination section for information about temporary coverage for newborns. | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |

| **Nutritional Counseling** | |
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| Nutritional counseling.<br><br>Services related to a healthy diet to prevent obesity are covered as Preventive Services. See Preventive Services for additional information. | After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| **Exclusions:** Nutritional supplements; weight control self-help programs or memberships, such as Weight Watchers, Jenny Craig, or other such programs | |

| **Nutritional Therapy** | |
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| Medical formula necessary for the treatment of phenylketonuria (PKU), specified inborn errors of metabolism, or other metabolic disorders. | After Deductible, Member pays 10% Plan Coinsurance |
| Enteral therapy is covered when Medical Necessity criteria is met and when given through a PEG, J tube or orally, or for an eosinophilic gastrointestinal disorder.<br><br>Necessary equipment and supplies for the administration of enteral therapy are covered as Devices, Equipment and Supplies. | After Deductible, Member pays 10% Plan Coinsurance |

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| Parenteral therapy (total parenteral nutrition).<br><br>Necessary equipment and supplies for the administration of parenteral therapy are covered as Devices, Equipment and Supplies. | After Deductible, Member pays 10% Plan Coinsurance |
| **Exclusions:** Any other dietary formulas medical foods; or oral nutritional supplements that do not meet Medical Necessity criteria or are not related to the treatment of inborn errors of metabolism; special diets; prepared foods/meals | |

| **Obesity Related Services** | |
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| Bariatric surgery and related hospitalizations when KFHPWA criteria are met. Limited to a lifetime maximum of $35,000<br><br>Services related to obesity screening and counseling are covered as Preventive Services.<br><br>Obesity related services require Preauthorization.<br><br>Services are rendered at Kaiser Permanente Bellevue Medical Center and Overlake Medical Center | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| **Exclusions:** Obesity treatment and treatment for morbid obesity for any reason including any medical services, drugs, supplies or any bariatric surgery (such as gastroplasty, gastric banding or intestinal bypass), regardless of co-morbidities, except as described above; specialty treatment programs such as weight control self-help programs or memberships, such as Weight Watchers, Jenny Craig or other such programs; medications and related physician visits for medication monitoring] | |

| **On the Job Injuries** | |
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| On-the-job injuries once OWCP or similar agency pays its maximum benefits | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| **Exclusions:** Confinement, treatment or service that results from an illness or injury arising out of or in the course of any employment for wage or profit including injuries, illnesses or conditions incurred as a result of self-employment, workplace-related illnesses or injuries that the Office of Workers' Compensation Programs (OWCP) or a similar Federal or State agency determines they must provide; services the OWCP or a similar agency pays for through a third party injury settlement or other similar proceeding that is based on a claim filed under OWCP or similar laws | |

| **Oncology** | |
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| Radiation therapy, chemotherapy, oral chemotherapy.<br><br>See Infusion Therapy for infused medications. | **Radiation Therapy and Chemotherapy:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |

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| | **Oral Chemotherapy Drugs:**<br>**Preferred generic drugs (Tier 1):** After Deductible, Member pays $15 Copayment per 30-days up to a 90-day supply.<br><br>**Preferred brand name drugs (Tier 2):** After Deductible, Member pays $30 Copayment per 30-days up to a 90-day supply.<br><br>**Non-preferred generic and brand name drugs (Tier 3):** After Deductible, Member pays $50 Copayment per 30-days up to a 90-day supply.<br><br>Certain preventive medications (determined by KFHPWA) are covered in full |

| **Optical (vision)** | |
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| Routine eye examinations and refractions, limited to once every 12 months.<br><br>Eye and contact lens examinations for eye pathology and to monitor Medical Conditions, as often as Medically Necessary. | **Routine Exams:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Exams for Eye Pathology:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| Contact lenses or framed lenses for eye pathology when Medically Necessary.<br><br>One contact lens per diseased eye in lieu of an intraocular lens is covered following cataract surgery provided the Member has been continuously covered by KFHPWA since such surgery. In the event a Member's age or medical condition prevents the Member from having an intraocular lens or contact lens, framed lenses are available. Replacement of lenses for eye pathology, including following cataract surgery, is covered only once within a 12 month period and only when needed due to a change in the Member's prescription. | **Frames and Lenses:** Not covered; Member pays 100% of all charges.<br><br>**Contact Lenses or Framed Lenses for Eye Pathology:** After Deductible, Member pays 10% Plan Coinsurance |
| **Exclusions:** Eyeglasses; contact lenses, contact lens evaluations, fittings and examinations not related to eye pathology; fees related to the lens fitting of non-network issued frames, orthoptic therapy (i.e. eye training); evaluations and surgical procedures to correct refractions not related to eye pathology and complications related to such procedures | |

| **Oral Surgery** | |
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| Reduction of a fracture or dislocation of the jaw or facial bones; excision of tumors or non-dental cysts of the jaw, cheeks, lips, tongue, gums, roof and floor of the mouth; and incision of salivary glands and ducts. | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |

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| KFHPWA's medical director will determine whether the care or treatment required is within the category of Oral Surgery or Dental Services.<br><br>Oral surgery requires Preauthorization. | **Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| **Exclusions:** Care or repair of teeth or dental structures of any type; tooth extractions or impacted teeth; services related to malocclusion; services to correct the misalignment or malposition of teeth; any other services to the mouth, facial bones or teeth which are not medical in nature | |

| **Outpatient Services** | |
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| Covered outpatient medical and surgical services in a provider's office, including chronic disease management. See Preventive Services for additional information related to chronic disease management.<br><br>See Hospital - Inpatient and Outpatient for outpatient hospital medical and surgical services, including ambulatory surgical centers. | After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |

| **Plastic and Reconstructive Surgery** | |
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| Plastic and reconstructive services:<br>• Correction of a congenital disease or congenital anomaly.<br>• Correction of a Medical Condition following an injury or resulting from surgery which has produced a major effect on the Member's appearance, when in the opinion of KFHPWA's medical director such services can reasonably be expected to correct the condition.<br>• Reconstructive surgery and associated procedures, including internal breast prostheses, following a mastectomy, regardless of when the mastectomy was performed. Members are covered for all stages of reconstruction on the non-diseased breast to produce a symmetrical appearance. Complications of covered mastectomy services, including lymphedemas, are covered.<br><br>Plastic and reconstructive surgery requires Preauthorization. | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| **Exclusions:** Cosmetic services including treatment for complications resulting from cosmetic surgery; cosmetic surgery; complications of non-Covered Services | |

| **Podiatry** | |
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| Medically Necessary foot care.<br><br>Routine foot care covered when such care is directly related to the treatment of diabetes and, when approved by | After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |

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| KFHPWA's medical director, other clinical conditions that effect sensation and circulation to the feet. | |
| **Exclusions:** All other routine foot care | |

| **Preventive Services** | |
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| Preventive services in accordance with the well care schedule established by KFHPWA may require Preauthorization. The well care schedule is available in Kaiser Permanente medical centers, at www.kp.org/wa, or upon request from Member Services.<br><br>Screening and tests with A and B recommendations by the U.S. Preventive Services Task Force (USPSTF).<br><br>Services, tests and screening contained in the U.S. Health Resources and Services Administration Bright Futures guidelines as set forth by the American Academy of Pediatricians.<br><br>Services, tests, screening and supplies recommended in the U.S. Health Resources and Services Administration women's preventive and wellness services guidelines.<br><br>Immunizations recommended by the Centers for Disease Control's Advisory Committee on Immunization Practices. Flu vaccines are also when provided by a non-network provider.<br><br>Preventive services include, but are not limited to, well adult and well child physical examinations; immunizations and vaccinations; preferred over-the-counter drugs as recommended by the USPSTF when obtained with a prescription; pap smears; preventive services related to preconception, prenatal and postpartum care; routine mammography screening; routine prostate screening; colorectal cancer screening for Members who are age 45 or older or who are under age 45 and at high risk; obesity screening/counseling; healthy diet; and physical activity counseling; depression screening in adults, including maternal depression.<br><br>Preventive care for chronic disease management includes treatment plans with regular monitoring, coordination of care between multiple providers and settings, medication management, evidence-based care, quality of care measurement and results, and education and tools for patient self-management support. In the event preventive, wellness or chronic care management services are not available from a Network Provider, non-network providers may provide these services without Cost Share when Preauthorized. | No charge; Member pays nothing |

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| Services provided during a preventive services visit, including laboratory services, which are not in accordance with the KFHPWA well care schedule are subject to Cost Shares. Eye refractions are not included under preventive services. | |
| **Exclusions:** Those parts of an examination and associated reports and immunizations that are not deemed Medically Necessary by KFHPWA for early detection of disease; all other diagnostic services not otherwise stated above | |

| **Rehabilitation and Habilitative Care (massage, occupational, physical and speech therapy and cardiac rehabilitation) and Neurodevelopmental Therapy** | |
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| Rehabilitation services to restore function following illness, injury or surgery, limited to the following restorative therapies: occupational therapy, physical therapy, massage therapy and speech therapy. Services are limited to those necessary to restore or improve functional abilities when physical, sensori-perceptual and/or communication impairment exists due to injury, illness or surgery.<br><br>Outpatient services require a prescription or order from a physician that reflects a written plan of care to restore function and must be provided by a rehabilitation team that may include a physician, nurse, physical therapist, occupational therapist, massage therapist or speech therapist. Preauthorization is not required.<br><br>Habilitative care, includes Medically Necessary services or devices designed to help a Member keep, learn, or improve skills and functioning for daily living. Services may include occupational therapy, physical therapy, speech therapy is covered when prescribed by a physician. Examples include therapy for a child who is not walking or talking at the expected age. These services may include physical and occupational therapy, speech-language pathology and other services for people with disabilities in a variety of inpatient and/or outpatient settings.<br><br>Neurodevelopmental therapy to restore or improve function including maintenance in cases where significant deterioration in the Member's condition would result without the services, limited to the following therapies: occupational therapy, physical therapy and speech therapy.<br><br>Limited to a combined total of 60 inpatient days and 60 outpatient visits per calendar year for all Rehabilitation and Habilitative care services. There is no visit limit for neurodevelopmental therapy services.<br><br>Services with mental health diagnoses are covered with no limit.<br><br>Non-Emergency inpatient hospital services require | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Group Visits:** After Deductible, Member pays one half of the office visit Copayment and 10% Plan Coinsurance |

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| Preauthorization. | |
| Cardiac rehabilitation is covered when clinical criteria is met.<br><br>Preauthorization is required after initial visit. | After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| **Exclusions:** Specialty treatment programs; inpatient Residential Treatment services; specialty rehabilitation programs including "behavior modification programs"; recreational, life-enhancing, relaxation or palliative therapy; implementation of home maintenance programs | |

| **Reproductive Health** | |
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| Medically Necessary medical and surgical services for reproductive health, including consultations, examinations, procedures and devices, including device insertion and removal.<br><br>See Maternity and Pregnancy for pregnancy care and termination of pregnancy services.<br><br>Reproductive health is the care necessary to support the reproductive system and the ability to reproduce. Reproductive health includes contraception: cancer and disease screenings: termination of pregnancy: and maternity, prenatal, and postpartum care.<br><br>Note: Reproductive Health services provided to men are required to be subject to the Deductible to comply with HSA requirements. | **Hospital - Inpatient:** No charge; Member pays nothing<br><br>**Hospital - Outpatient:** No charge; Member pays nothing<br><br>**Outpatient Services:** No charge; Member pays nothing<br><br>Note: Reproductive Health services provided to men are required to be subject to the minimum Deductible amount in order to meet state law requirements ($1,600 individual/$3,200 family). All other services are subject to the entire Annual Deductible. The minimum Deductible amount may increase as determined by federal law. Members will receive notification of any changes to the minimum Deductible amount. |
| All methods for FDA-approved (over-the-counter) contraceptive drugs, devices and products. Condoms are limited to 120 per 90-day supply, additional condoms available upon request.<br><br>Contraceptive drugs may be allowed up to a 12-month supply and, when available, picked up in the provider's office.<br><br>Note: Over-the-counter contraceptives can be purchased at any KFHPWA-designated pharmacy. Designated pharmacies may submit the claim. If self-payment is made at a non-KFHPWA-designated pharmacy, a reimbursement claim may be made by utilizing the Member Reimbursement Drug Claim | No charge; Member pays nothing<br><br>Note: Reproductive Health services provided to men are required to be subject to the minimum Deductible amount in order to meet state law requirements ($1,600 individual/$3,200 family). All other services are subject to the entire Annual Deductible. The minimum Deductible amount may increase as determined by federal law. Members will receive notification of any changes to the minimum Deductible amount. |

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| Form which can be obtained in the "Forms & Publications" section on www.kp.org/wa or by calling Member Services. To request an exception for quantity limits on condoms, members may submit a request. Additional information is available online at www.KP.org/wa/formulary or by contacting Member Services. | |

| **Skilled Nursing Facility** | |
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| Skilled nursing care in a skilled nursing facility when full-time skilled nursing care is necessary in the opinion of the attending physician, limited to a total of 60 days per calendar year.<br><br>Care may include room and board; general nursing care; drugs, biologicals, supplies and equipment ordinarily provided or arranged by a skilled nursing facility; and short-term restorative occupational therapy, physical therapy and speech therapy.<br><br>Skilled nursing care in a skilled nursing facility requires Preauthorization. | After Deductible, Member pays 10% Plan Coinsurance |
| **Exclusions:** Personal comfort items such as telephone and television; rest cures; domiciliary or Convalescent Care | |

| **Sterilization** | |
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| FDA-approved female sterilization procedures, services and supplies. See Preventive Services for additional information.<br><br>Non-Emergency inpatient hospital services require Preauthorization. | **Hospital - Inpatient:** No charge; Member pays nothing.<br><br>**Hospital - Outpatient:** No charge; Member pays nothing.<br><br>**Outpatient Services:** No charge; Member pays nothing |
| Vasectomy.<br><br>Non-Emergency inpatient hospital services require Preauthorization.<br><br>Note: Reproductive Health services provided to men are required to be subject to the Deductible to comply with HSA requirements. | After minimum Deductible, Member pays nothing.<br><br>Note: Vasectomies are required to be subject to the minimum Deductible amount in order to meet state law requirements ($1,600 individual/$3,200 family). All other services are subject to the entire Annual Deductible. The minimum Deductible amount may increase as determined by federal law. Members will receive notification of any changes to the minimum Deductible amount. |
| **Exclusions:** Procedures and services to reverse a sterilization | |

| **Substance Use Disorder** | |
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| Substance use disorder services including inpatient Residential Treatment; diagnostic evaluation and education; organized individual and group counseling; and/or prescription drugs unless excluded under Sections IV. or V.<br><br>Substance use disorder means a substance-related or addictive disorder listed in the most current version of the Diagnostic and Statistical Manual of Mental Disorders (DSM)<br>For the purposes of this section, the definition of Medically Necessary shall be expanded to include those services necessary to treat a substance use disorder condition that is having a clinically significant impact on a Member's emotional, social, medical and/or occupational functioning.<br><br>Substance use disorder services are limited to the services rendered by a physician (licensed under RCW 18.71 and RCW 18.57), a psychologist (licensed under RCW 18.83), a substance use disorder treatment program licensed for the service being provided by the Washington State Department of Social and Health Services (pursuant to RCW 70.96A), a master's level therapist (licensed under RCW 18.225.090), an advance practice psychiatric nurse (licensed under RCW 18.79) or, in the case of non-Washington State providers, those providers meeting equivalent licensing and certification requirements established in the state where the provider's practice is located.<br><br>The severity of symptoms designates the appropriate level of care and should be determined through a thorough assessment completed by a licensed provider who recommends treatment based on medical necessity criteria.<br><br>Court-ordered substance use disorder treatment shall be covered only if determined to be Medically Necessary.<br><br>Preauthorization is required for outpatient, intensive outpatient, and partial hospitalization services.<br><br>Preauthorization is required for Residential Treatment and non-Emergency inpatient hospital services provided in out-of-state facilities.<br><br>Preauthorization is not required for Residential Treatment and non-Emergency inpatient hospital services provided in-state. Member is given two days of treatment and is then subject to medical necessity review for continued care. Member or facility must notify KFHPWA within 24 hours of admission, or as soon as possible. Member may request prior authorization for Residential Treatment and non-Emergency inpatient hospital services. Members may contact Member Services to request Preauthorization. | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Group Visits:** After Deductible, No charge; Member pays nothing |
| Withdrawal Management Services for Alcoholism and | **Emergency Services Network Facility:** After |

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| Substance Use Disorder.<br><br>Withdrawal management services means the management of symptoms and complications of alcohol and/or substance withdrawal. The severity of symptoms designates the appropriate level of care and should be determined through a thorough assessment completed by a licensed provider who recommends treatment based on medical necessity criteria.<br><br>Outpatient withdrawal management services means the symptoms resulting from abstinence are of mild/moderate severity and withdrawal from alcohol and/or other drugs can be managed with medication at an outpatient level of care by an appropriately licensed clinician. Subacute withdrawal management means symptoms associated with withdrawal from alcohol and/or other drugs can be managed through medical monitoring at a 24-hour facility or other outpatient facility.<br><br>Preauthorization is required for outpatient withdrawal management services and subacute withdrawal management services.<br><br>"Acute withdrawal management services" " mean the symptoms resulting from abstinence are so severe that withdrawal from alcohol and/or drugs require medical management in a hospital setting or behavioral health agency (licensed and certified under RCW 71.24.037), which is needed immediately to prevent serious impairment to the Member's health.<br><br>Coverage for acute withdrawal management services is provided without Preauthorization. If a Member is admitted as an inpatient directly from an emergency department, any Emergency services Copayment is waived. Coverage is subject to the hospital services Cost Share. Members must notify KFHPWA by way of the Hospital notification line within 24 hours of any admission, or as soon thereafter as medically possible.<br><br>Member is given no less than two days of treatment, excluding weekends and holidays, in a behavioral health agency that provides inpatient or residential substance abuse treatment; and no less than three days in a behavioral health agency that provides withdrawal management services prior to conducting a medical necessity review for continued care. Member or facility must notify KFHPWA within 24 hours of admission, or as soon as possible. Members may request Preauthorization for Residential Treatment and non-Emergency inpatient hospital services by contacting Member Services.<br><br>KFHPWA reserves the right to require transfer of the Member to a Network Facility/program upon consultation between a Network Provider and the attending physician. If | Deductible, Member pays $75 Copayment and 10% Plan Coinsurance<br><br>**Emergency Services Non-Network Facility:** After Deductible, Member pays $75 Copayment and 10% Plan Coinsurance<br><br>**Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance |

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| the Member refuses transfer to a Network Facility/program, all further costs incurred during the hospitalization are the responsibility of the Member. | |
| **Exclusions:** Wilderness therapy or aversion therapy; facilities and treatment programs which are not certified by the Department of Social Health Services | |

| **Telehealth Services** | |
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| **Telemedicine**<br>Services provided by the use of real-time interactive audio and video communications or store and forward technology between the patient at the originating site and a Network Provider at another location. Audio-only communication requires an Established Relationship. Store and forward technology means sending a Member's medical information from an originating site to the provider at a distant site for later review. The provider follows up with a medical diagnosis for the Member and helps manage their care. Services must meet the following requirements:<br>• Be a Covered Service under this SPD.<br>• The originating site is qualified to provide the service.<br>• If the service is provided through store and forward technology, there must be an associated office visit between the Member and the referring provider. | After Deductible; Member pays nothing |
| **Telephone Services and Online (E-Visits)**<br>Scheduled telephone visits with a PPN Provider are covered.<br><br>Online (E-Visits): A Member logs into the secure Member site at www.kp.org/wa and completes a questionnaire. A PPN medical provider reviews the questionnaire and provides a treatment plan for select conditions, including prescriptions. Online visits are not available to Members during in-person visits at a KFHPWAO facility or pharmacy. More information is available at https://wa.kaiserpermanente.org/html/public/services/e-visit. | After Deductible, Member pays nothing |
| **Exclusions:** Fax and e-mail; telehealth services with non-contracted providers; telehealth services in states where prohibited by law; all other services not listed above | |

| Temporomandibular Joint (TMJ) | |
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| Medical and surgical services and related hospital charges for the treatment of temporomandibular joint (TMJ) disorders including:<br>• Medically Necessary orthognathic procedures for the treatment of severe TMJ disorders which have failed non-surgical intervention.<br>• Radiology services.<br>• TMJ specialist services.<br>• Fitting/adjustment of splints.<br><br>Non-Emergency inpatient hospital services require Preauthorization. | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |
| TMJ appliances. See Devices, Equipment and Supplies for additional information. | After Deductible, Member pays 50% coinsurance |
| **Exclusions:** Treatment for cosmetic purposes; bite blocks; dental services including orthodontic therapy and braces for any condition; any orthognathic (jaw) surgery in the absence of a diagnosis of TMJ, severe obstructive sleep apnea; hospitalizations related to these exclusions | |

| Tobacco Cessation | |
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| Individual/group counseling and educational materials. | No charge; Member pays nothing |
| Approved pharmacy products. See Drugs – Outpatient Prescription for additional pharmacy information. | No charge; Member pays nothing |

| Transplants | |
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| Transplant services, including heart, heart-lung, single lung, double lung, kidney, pancreas, cornea, intestinal/multi-visceral, liver transplants, and bone marrow and stem cell support (obtained from allogeneic or autologous peripheral blood or marrow) with associated high dose chemotherapy.<br><br>Services are limited to the following:<br>• Inpatient and outpatient medical expenses for evaluation testing to determine recipient candidacy, donor matching tests, hospital charges, procurement center fees, professional fees, travel costs for a surgical team and excision fees. Donor costs for a covered organ recipient are limited to procurement center fees, travel costs for a surgical team and excision fees.<br>• Follow-up services for specialty visits<br>• Rehospitalization<br>• Maintenance medications during an inpatient stay<br><br>Transplant services must be provided through locally and nationally contracted or approved transplant centers. All | **Hospital - Inpatient:** After Deductible, Member pays 10% Plan Coinsurance<br><br>**Hospital - Outpatient:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Outpatient Services:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance |

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| transplant services require Preauthorization. Contact Member Services for Preauthorization. | |
| **Exclusions:** Donor costs to the extent that they are reimbursable by the organ donor's insurance; treatment of donor complications; living expenses except as covered under Section K. Utilization Management | |

| **Urgent Care** | |
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| Inside the KFHPWA Service Area, urgent care is covered at a Kaiser Permanente medical center, Kaiser Permanente urgent care center or Network Provider's office.<br><br>Outside the KFHPWA Service Area, urgent care is covered at any medical facility.<br><br>See the Definitions section for a definition of Urgent Condition. | **Network Emergency Department:** After Deductible, Member pays $75 Copayment and 10% Plan Coinsurance<br><br>**Network Urgent Care Center:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Network Provider's Office:** After Deductible, Member pays $20 Copayment and 10% Plan Coinsurance<br><br>**Non-Network Provider:** After Deductible, Member pays $75 Copayment and 10% Plan Coinsurance |

## VIII. General Exclusions

In addition to exclusions listed throughout the Plan, the following are not covered:

1. Benefits and related services, supplies and drugs that are not Medically Necessary for the treatment of an illness, injury, or physical disability, that are not specifically listed as covered in the SPD, except as required by federal or state law.

2. Follow-up services or complications related to non-Covered Services, except as required by federal law.

3. Services or supplies for which no charge is made, or for which a charge would not have been made if the Member had no health care coverage or for which the Member is not liable; services provided by a family member, or self-care.

4. Convalescent Care.

5. Services to the extent benefits are "available" to the Member as defined herein under the terms of any vehicle, homeowner's, property or other insurance policy, except for individual or group health insurance, pursuant to medical coverage, medical "no fault" coverage, personal injury protection coverage or similar medical coverage contained in said policy. For the purpose of this exclusion, benefits shall be deemed to be "available" to the Member if the Member receives benefits under the policy either as a named insured or as an insured individual under the policy definition of insured.

   The Member and his/her agents must cooperate fully with the Trust and KFHPWA in its efforts to enforce this exclusion. This cooperation shall include supplying KFHPWA with information about, or related to, the cause of injury or illness or the availability of other coverage. The Member and his/her agent shall permit the Trust, at the Trust's option, to associate with the Member or to intervene in any action filed against any party related to the injury. The Member and his/her agents shall do nothing to prejudice the Trust's right to enforce this exclusion. Failure to fully cooperate, including withholding information regarding the cause of injury or illness or other coverage may result in denial of claims and the Member shall be responsible for reimbursing the Trust

for expenses incurred and the value of the benefits provided by the Trust under this Plan for the care or treatment of the injury or illness sustained by the Member.

6. Services or care needed for injuries or conditions resulting from active or reserve military service, whether such injuries or conditions result from war or otherwise. This exclusion will not apply to conditions or injuries resulting from previous military service unless the condition has been determined by the U.S. Secretary of Veterans Affairs to be a condition or injury incurred during a period of active duty. Further, this exclusion will not be interpreted to interfere with or preclude coordination of benefits under Tri-Care.

7. Services provided by government agencies, except as required by federal or state law.

8. Services covered by the national health plan of any other country.

9. Experimental or investigational services.

   KFHPWA consults with KFHPWA's medical director and then uses the criteria described below to decide if a particular service is experimental or investigational.

   a. A service is considered experimental or investigational for a Member's condition if any of the following statements apply to it at the time the service is or will be provided to the Member:
      1) The service cannot be legally marketed in the United States without the approval of the Food and Drug Administration ("FDA") and such approval has not been granted.
      2) The service is the subject of a current new drug or new device application on file with the FDA.
      3) The service is the trialed agent or for delivery or measurement of the trialed agent provided as part of a qualifying Phase I or Phase II clinical trial, as the experimental or research arm of a Phase III clinical trial.
      4) The service is provided pursuant to a written protocol or other document that lists an evaluation of the service's safety, toxicity or efficacy as among its objectives.
      5) The service is under continued scientific testing and research concerning the safety, toxicity or efficacy of services.
      6) The service is provided pursuant to informed consent documents that describe the service as experimental or investigational, or in other terms that indicate that the service is being evaluated for its safety, toxicity or efficacy.
      7) The prevailing opinion among experts, as expressed in the published authoritative medical or scientific literature, is that (1) the use of such service should be substantially confined to research settings, or (2) further research is necessary to determine the safety, toxicity or efficacy of the service.

   b. The following sources of information will be exclusively relied upon to determine whether a service is experimental or investigational:
      1) The Member's medical records.
      2) The written protocol(s) or other document(s) pursuant to which the service has been or will be provided.
      3) Any consent document(s) the Member or Member's representative has executed or will be asked to execute, to receive the service.
      4) The files and records of the Institutional Review Board (IRB) or similar body that approves or reviews research at the institution where the service has been or will be provided, and other information concerning the authority or actions of the IRB or similar body.
      5) The published authoritative medical or scientific literature regarding the service, as applied to the Member's illness or injury.
      6) Regulations, records, applications and any other documents or actions issued by, filed with or taken by, the FDA or other agencies within the United States Department of Health and Human Services, or any state agency performing similar functions.

   Appeals regarding KFHPWA denial of coverage can be submitted to the Member Appeal Department, or to KFHPWA's medical director at P.O. Box 34593, Seattle, WA 98124-1593.

10. Hypnotherapy and all services related to hypnotherapy.

11. Directed umbilical cord blood donations.

12. Prognostic (predictive) genetic testing and related services, unless specifically provided in the Benefits Details section. Testing for non-Members.

13. Autopsy and associated expenses.

14. Diagnostic testing and medical treatment of sterility and infertility regardless of origin or cause; all charges and related services for donor materials; all forms of artificial intervention for any reason including artificial insemination and in-vitro fertilization; prognostic (predictive) genetic testing for the detection of congenital and heritable disorders; surrogacy.

15. Diagnostic testing and medical treatment of sexual dysfunction regardless of origin or cause; devices, equipment and supplies for the treatment of sexual dysfunction.

16. Obesity treatment and treatment for morbid obesity for any reason including any medical services, drugs, supplies or any bariatric surgery (such as gastroplasty, gastric banding or intestinal bypass), regardless of co-morbidities; specialty treatment programs such as weight control self-help programs or memberships, such as Weight Watchers, Jenny Craig or other such programs; medications and related physician visits for medication monitoring; pre and post bariatric surgery nutritional counseling. Services related to obesity screening and counseling are covered as Preventive Services.

17. Over-the-counter items such as hearing aids unless specifically listed as covered in Section IV.

18. Academic/career counseling, counseling for overeating, work/school ordered assessments, relationship counseling, custodial care

19. Court-ordered or forensic treatment, including reports and summaries not considered Medically Necessary.

## IX. Grievances

Grievance means a written or verbal complaint submitted by or on behalf of a Member regarding service delivery issues other than denial of payment for medical services or non-provision of medical services, including dissatisfaction with medical care, waiting time for medical services, provider or staff attitude or demeanor, or dissatisfaction with service provided by the health carrier. The grievance process is outlined as follows:

**Step 1:** It is recommended that the Member contact the person involved or the manager of the medical center/department where they are having a problem, explain their concerns and what they would like to have done to resolve the problem. The Member should be specific and make their position clear. Most concerns can be resolved in this way.

**Step 2:** If the Member is still not satisfied, they should call or write to Member Services at PO Box 34590, Seattle, WA 98124-1590, 206-630-4636 or toll-free 1-888-901-4636. Most concerns are handled by phone within a few days. In some cases the Member will be asked to write down their concerns and state what they think would be a fair resolution to the problem. An appropriate representative will investigate the Member's concern by consulting with involved staff and their supervisors, and reviewing pertinent records, relevant plan policies and the Member Rights and Responsibilities statement. This process can take up to 30 days to resolve after receipt of the Member's written or verbal statement.

If the Member is dissatisfied with the resolution of the complaint, they may contact Member Services. Assistance is available to Members who are limited-English speakers, who have literacy problems, or who have physical or mental disabilities that impede their ability to request review or participate in the review process.

## X. Appeals

Members are entitled to appeal through the appeals process if/when coverage for an item or service is denied due to an adverse determination made by the KFHPWA medical director. The appeals process is available for a Member to seek reconsideration of an adverse benefit determination (action). Adverse benefit determination (action) means any of the following: a denial, reduction, or termination of, or a failure to provide or make payment (in whole or in part) for, a benefit, including any such denial, reduction, termination, or failure to provide or make payment that is based on a determination of a Member's eligibility to participate in a plan, and including a denial, reduction or termination of, or a failure to provide or make a payment, in whole or in part, for a benefit resulting from the application of any utilization review, as well as a failure to cover an item or service for which benefits are otherwise provided because it is determined to be experimental or investigational or not Medically Necessary or appropriate. KFHPWA will comply with any new requirements as necessary under federal laws and regulations. Assistance is available to Members who are limited-English speakers, who have literacy problems, or who have physical or mental disabilities that impede their ability to request review or participate in the review process. The most current information about your appeals process is available by contacting KFHPWA's Member Appeal Department at the address or telephone number below.

### 1. Internal Review

If the Member wishes to appeal a decision denying benefits, they must submit a request for an appeal either orally or in writing to the Member Appeals Department, specifying why they disagree with the decision. The appeal must be submitted within 180 days from the appellant's receipt of a determination. KFHPWA will notify the Member of its receipt of the request within 72 hours of receiving it. Appeals should be directed to KFHPWA's Member Appeals Department, P.O. Box 34593, Seattle, WA 98124-1593, toll free 1-866-458-5479.

KFHPWA will then notify the Member of its determination within a reasonable period of time but no later than:

- Pre-service claim – 30 days after receipt of your request
- Post-service claim – 60 days after the receipt of your request

**Expedited/Urgent Internal Review**

There is an expedited/urgent appeals process in place for cases which meet criteria or where the Member's provider believes that the standard time frame for internal reviews (30 days) will seriously jeopardize the Member's life, health or ability to regain maximum function or subject the Member to severe pain that cannot be managed adequately without the requested care or treatment. KFHPWA will accept a treating provider's determination that an appeal should be expedited/urgent. The Member can request an expedited/urgent appeal in writing to the above address, or by calling KFHPWA's Member Appeals Department toll free 1-866-458-5479. The Member's request for an expedited/urgent appeal will be processed as such if the definition above is met and a decision issued and communicated verbally no later than 72 hours after receipt of the request. If additional information is needed, KFHPWA will inform the Member and allow up to 48 hours for a response.

If the Member is currently receiving care that is the subject of the appeal, the health plan will continue coverage pending the outcome of the internal appeal.

The Member may also request an external review at the same time as the internal appeals process if it is an urgent care situation or the Member is in an ongoing course of treatment.

### 2. External Review

If the Member is not satisfied with the decision regarding medical necessity, medical appropriateness, health care setting, level of care, or if the requested service is not efficacious or otherwise unjustified under evidence-based medical criteria, the Member may request a second level review by an external independent review organization not legally affiliated or controlled by KFHPWA or the employer's health plan. KFHPWA will notify the Member of the name of the external independent review organization and its contact information. The external independent review organization will accept additional written information for up to five business days

after it receives the assignment for the appeal. The external independent review will be conducted at no cost to the Member. Once a decision is made through an independent review organization, the decision is final and cannot be appealed through KFHPWA.

If the Member requests an appeal of a KFHPWAO decision denying benefits for care currently being received, KFHPWAO will continue to provide coverage for the disputed benefit pending the outcome of the appeal. If the KFHPWAO determination stands, the Member may be responsible for the cost of coverage received during the review period.

A request for a review by an independent review organization must be made within 180 days after the date of the initial appeal decision notice.

## XI. Claims

Claims for benefits may be made before or after services are obtained. KFHPWA recommends that the provider requests Preauthorization. In most instances, contracted providers submit claims directly to KFHPWA. If your provider does not submit a claim to make a claim for benefits, a Member must contact Member Services, or submit a claim for reimbursement as described below. Other inquiries, such as asking a health care provider about care or coverage, or submitting a prescription to a pharmacy, will not be considered a claim for benefits.

If a Member receives a bill for services the Member believes are covered, the Member must, within 90 days of the date of service, or as soon thereafter as reasonably possible, either (1) contact Member Services to make a claim or (2) pay the bill and submit a claim for reimbursement of Covered Services, or (3) for out-of-country claims (Emergency care only) – submit the claim and any associated medical, including the type of service, charges, and proof of travel to KFHPWA, P.O. Box 30766, Salt Lake City, UT 84130-0766. In no event, except in the absence of legal capacity, shall a claim be accepted later than 1 year from the date of service.

KFHPWA will generally process claims for benefits within the following timeframes after KFHPWA receives the claims:

- Immediate request situations – within 1 business day.
- Concurrent urgent requests – within 24 hours.
- Urgent care review requests – within 48 hours.
- Non-urgent preservice review requests – within 5 calendar days.
- Post-service review requests – within 30 calendar days.

Timeframes for pre-service and post-service claims can be extended by KFHPWA for up to an additional 15 days. Members will be notified in writing of such extension prior to the expiration of the initial timeframe.

## XII. Coordination of Benefits

**Note:** If a Member participating in a Health Savings Account has other health care coverage, the tax deductibility of Health Savings Account contributions may be affected. Please contact the Health Savings Account trustee or administrator regarding questions about requirements for Health Savings Accounts.

Sometimes the employee or their covered dependents are eligible for benefits under another medical, dental and/or vision insurance plan. If so, benefits for covered services under this Plan will be coordinated with those from the other insurance plan, including Medicare. This is called coordination of benefits (COB).

COB is a way to figure out how much each health plan will pay when the Member has a claim. One group plan always pays first (primary plan), and the other plan always pays second (secondary plan). The Member's primary plan will pay for the Member's services under its policy's terms first, and the Member's secondary plan will pay any member out-of-pocket costs according to its terms. Remember, insurance carriers will pay only for those services which are covered in their plans.

When this Plan is the secondary payor, the Medical, Dental, and Vision Plans will coordinate payment with the primary plan in such a way that when this plan's payment is combined with the primary plan's payment, the total does not exceed the amount this Plan would have paid if it were primary.

For dental plans, allowable expense means covered expenses that are equal to or less than the maximum allowable fee or the dentist's filed fee, whichever is less.

Vision coverage will be coordinated based on the Plan's schedule of benefits.

No benefits will be paid for services not covered by your Association of Washington Cities' plan.

All health plans have timely claim filing requirements. If the Member or the Member's provider fails to submit the Member's claim to a secondary health plan within that plan's claim filing time limit, the plan can deny the claim. If the Member experiences delays in the processing of the claim by the primary health plan, the Member or the Member's provider will need to submit the claim to the secondary health plan within its claim filing time limit to prevent a denial of the claim.

**Pharmacy Benefit Coordination**

Coordination of benefits is also applicable for pharmacy services. If a Member is covered by more than one plan for prescription drugs and the coverage through Association of Washington Cities is the Member's secondary plan, the Member will need to use their primary plan to determine copayment/coinsurance at the pharmacy. A Member may be reimbursed for out-of-pocket expenses upon submission of a "Member Reimbursement Form for Medical Claims and Prescription Drugs." Submission of this form and the member's itemized pharmacy receipts is required to obtain reimbursement. This form is available online at www.kp.org/wa or by calling Member Services at 1-800-901-4636.

**Other Group Plans**

If a group health plan does not contain a coordination of benefits provision it is always considered the primary plan.

When plans covering the employee and/or their dependents contain a coordination of benefits provision order of payment will be as follows:

- First – The plan in which the Member is a subscriber.
- Second – The plan in which the Member is a dependent.

If the above rule does not apply, the plan that has covered the Member longest is the primary plan.

The following rules apply to dependent children:

- If parents are not separated or divorced: The "birthday rule" applies. This rule states that the plan of the parent whose birthday comes first during the year is primary not taking into account the year. If both parents have the same birthday, the plan that has covered the parent the longest is the primary plan. However, some plans do not follow the birthday rule. In these cases, the rule of the other plan applies.
- If parents are separated or divorced: If a court order makes one parent responsible for paying the child's health care costs, that parent's plan is primary. If not, the plan of the parent with custody is primary. If the parent with custody remarries, the secondary plan will then be that of the stepparent. And the plan of the parent who does not have custody will pay third.

**Right to Make Payments to Other Organizations**

Whenever payments which should have been made by this Plan have been made by any other plan(s), this Plan has the right to pay the other plan(s) any amount necessary to satisfy the terms of this coordination of benefits provision. Amounts paid will be considered benefits paid under this Plan and, to the extent of such payments, the Plan will be fully released from any liability regarding the person for whom payment was made.

## XIII. Subrogation and Reimbursement Rights

The benefits under this Plan will be available to a Member for injury or illness caused by another party, subject to the exclusions and limitations of this Plan. If the Plan provides for the treatment of the injury or illness, the Plan will be subrogated to any rights that the Member may have to recover compensation or damages related to the injury or illness and the Member shall reimburse the Plan for all benefits provided, from any amounts the Member received or is entitled to receive from any source on account of such injury or illness, whether by suit, settlement or otherwise, including but not limited to:

- Payments made by a third party or any insurance company on behalf of the third party.
- Any payments or awards under an uninsured or underinsured motorist coverage policy.
- Any Workers' Compensation or disability award or settlement.
- Medical payments coverage under any automobile policy, premises or homeowners' medical payments coverage or premises or homeowners' insurance coverage; and
- Any other payments from a source intended to compensate an Injured Person for injuries resulting from an accident or alleged negligence.

This section more fully describes the Plan's subrogation and reimbursement rights.

"Injured Person" under this section means a Member covered by the Plan who sustains an injury or illness and any spouse, dependent or other person or entity that may recover on behalf of such Member, including the estate of the Member and, if the Member is a minor, the guardian or parent of the Member. When referred to in this section, "the Plan's Medical Expenses" means the expenses incurred and the value of the benefits provided by the Plan for arranging the care or treatment of the injury or illness sustained by the Injured Person.

If the Injured Person's injuries were caused by a third party giving rise to a claim of legal liability against the third party and/or payment by the third party to the Injured Person and/or a settlement between the third party and the Injured Person, the Plan shall have the right to recover the Plan's Medical Expenses from any source available to the Injured Person as a result of the events causing the injury. This right is commonly referred to as "subrogation." The Plan shall be subrogated to and may enforce all rights of the Injured Person to the full extent of the Plan's Medical Expenses.

By accepting benefits under this plan, the Injured Person also specifically acknowledges the plan's right of reimbursement. This right of reimbursement attaches when this plan has provided benefits for injuries or illnesses caused by another party and the Injured Person or the Injured Person's representative has recovered any amounts from a third party or any other source of recovery. The plan's right of reimbursement is cumulative with and not exclusive of its subrogation right and the plan may choose to exercise either or both rights of recovery.

In order to secure the plan's recovery rights, the Injured Person agrees to assign the plan any benefits or claims or rights of recovery they may have under any automobile policy or other coverage, to the full extent of the plan's subrogation and reimbursement claims. This assignment allows the plan to pursue any claim the Injured Person may have, whether or not they choose to pursue the claim.

The Plan's subrogation and reimbursement rights shall be limited to the excess of the amount required to fully compensate the Injured Person for the loss sustained, including general damages.

If the Injured Person is entitled to or does receive money from any source as a result of the events causing the injury *or* illness, including but not limited to any liability insurance or uninsured/underinsured motorist funds, the Plan's Medical Expenses are secondary, not primary.

The Injured Person and their agents shall cooperate fully with the Plan in its efforts to collect the Plan's Medical Expenses. This cooperation includes, but is not limited to, supplying the Plan with information about the cause of injury or illness, any potentially liable third parties, defendants and/or insurers related to the Injured Person's claim. The Injured Person shall notify the Plan within 30 days of any claim that may give rise to a claim for subrogation or reimbursement. The Injured Person shall provide periodic updates about any facts that may impact the Plan's right to reimbursement or subrogation as requested by the Plan and shall inform the Plan of any settlement or other

payments relating to the Injured Person's injury. The Injured Person and their agents shall permit the Plan, at the Plan's option, to associate with the Injured Person or to intervene in any legal, quasi-legal, agency or any other action or claim filed.

The Injured Person and their agents shall do nothing to prejudice the Plan's subrogation and reimbursement rights. The Injured Person shall promptly notify the Plan of any tentative settlement with a third party and shall not settle a claim without protecting the Plan's interest. The Injured Person shall provide 21 days advance notice to the Plan before there is a disbursement of proceeds from any settlement with a third party that may give rise to a claim for subrogation or reimbursement. If the Injured Person fails to cooperate fully with the Plan in recovery of the Plan's Medical Expenses, and such failure prejudices KFHPWA's subrogation and/or reimbursement rights, the Injured Person shall be responsible for directly reimbursing the Plan for 100% of the Plan's Medical Expenses.

To the extent that the Injured Person recovers funds from any source that in any manner relate to the injury or illness giving rise to the Plan's right of reimbursement or subrogation, the Injured Person agrees to hold such monies in trust or in a separate identifiable account until the Plan's subrogation and reimbursement rights are fully determined and that the Plan has an equitable lien over such monies to the full extent of the Plan's Medical Expenses and/or the Injured Person agrees to serve as constructive trustee over the monies to the extent of the Plan's Medical Expenses. In the event that such monies are not so held, the funds are recoverable even if they have been comingled with other assets, without the need to trace the source of the funds. Any party who distributes funds without regard to the Plan's rights of subrogation or reimbursement will be personally liable to the Plan for the amounts so distributed.

If reasonable collections costs have been incurred by an attorney for the Injured Person in connection with obtaining recovery, under certain conditions the Plan will reduce the amount of reimbursement to the Plan by the amount of an equitable apportionment of such collection costs between the Plan and the Injured Person. This reduction will be made only if each of the following conditions has been met: (i) the Plan receives a list of the fees and associated costs before settlement and (ii) the Injured Person's attorney's actions were reasonable and necessary to secure recovery. Otherwise, the Plan has the right to reimbursement from any third party settlement or lawsuit on a first dollar basis, regardless of whether the Injured Person has been made whole for their injuries. To the extent that an Injured Person recovers funds from any source that in any manner relate to the injury or illness giving rise to the Plan's right of reimbursement or subrogation, the funds are considered a plan asset, and the Injured Party is a fiduciary of the plan with respect to the amounts recovered.

## XIV. Definitions

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| **Allowance** | The maximum amount payable by the Plan for certain Covered Services. |
| **Allowed Amount** | The level of benefits which are payable by KFHPWA when expenses are incurred from a non-Network Provider. Expenses are considered an Allowed Amount if the charges are consistent with those normally charged to others by the provider or organization for the same services or supplies; and the charges are within the general range of charges made by other providers in the same geographical area for the same services or supplies. Members shall be required to pay any difference between a non-Network Provider's charge for services and the Allowed Amount, except for Emergency Services, including post stabilization and for ancillary services received from an out of network provider in a network facility. For more information about balance billing protections, please visit: https://healthy.kaiserpermanente.org/washington/support/forms and click on the "Billing forms" link. |
| **Convalescent Care** | Care furnished for the purpose of meeting non-medically necessary personal needs which could be provided by persons without professional skills or training, such as assistance in walking, dressing, bathing, eating, preparation of special diets, and taking medication. |
| **Copayment** | The specific dollar amount a Member is required to pay at the time of service for certain |

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| | Covered Services. |
| **Cost Share** | The portion of the cost of Covered Services for which the Member is liable. Cost Share includes Copayments, coinsurances and Deductibles. |
| **Covered Services** | The services for which a Member is entitled to coverage in the Plan. |
| **Creditable Coverage** | Coverage is creditable if the actuarial value of the coverage equals or exceeds the actuarial value of standard Medicare prescription drug coverage, as demonstrated through the use of generally accepted actuarial principles and in accordance with CMS actuarial guidelines. In general, the actuarial determination measures whether the expected amount of paid claims under KFHPWA's prescription drug coverage is at least as much as the expected amount of paid claims under the standard Medicare prescription drug benefit. |
| **Deductible** | A specific amount a Member is required to pay for certain Covered Services before benefits are payable. |
| **Dependent** | Any member of an employee's family who meets all applicable eligibility requirements, is enrolled hereunder. |
| **Emergency** | The emergent and acute onset of a medical, mental health or substance use disorder symptom or symptoms, including but not limited to severe pain or emotional distress, that would lead a prudent layperson acting reasonably to believe that a health condition exists that requires immediate medical attention, if failure to provide medical attention would result in serious impairment to bodily function or serious dysfunction of a bodily organ or part, or would place the Member's health, or if the Member is pregnant, the health of the unborn child, in serious jeopardy, or any other situations which would be considered an emergency under applicable federal or state law. |
| **Essential Health Benefits** | Benefits set forth under the Patient Protection and Affordable Care Act of 2010, including the categories of ambulatory patient services, Emergency services, hospitalization, maternity and newborn care, mental health and substance use disorder services, including behavioral health treatment, prescription drugs, rehabilitative and habilitative services and devices, laboratory services, preventive and wellness services and chronic disease management and pediatric services, including oral and vision care. |
| **Established Relationship** | Member must have had at least one in-person appointment or at least one real-time interactive appointment using both audio and visual technology in the past year, with the provider providing audio only telemedicine or with a provider employed at the same medical group, at the same clinic, or by the same integrated delivery system operated by KFHPWA. Or the Member was referred to the provider providing audio-only telemedicine by a provider who they have had an in-person appointment within the past year. |
| **Family Unit** | An employee and all their Dependents. |
| **Health Savings Account (HSA)** | A tax-exempt savings account established exclusively for the purpose of paying qualified medical expenses and meeting other requirements under federal law. |
| **Health Savings Account (HSA) Qualified Health Plan** | A high deductible health plan that meets regulatory requirements for use in conjunction with a Health Savings Account. |

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| **Hospital Care** | Those Medically Necessary services generally provided by acute general hospitals for admitted patients. |
| **KFHPWA-designated Specialist** | A specialist specifically identified by KFHPWA. |
| **Medical Condition** | A disease, illness or injury. |
| **Medically Necessary** | Pre-service, concurrent or post-service reviews may be conducted. Once a service has been reviewed, additional reviews may be conducted. Members will be notified in writing when a determination has been made. Appropriate and clinically necessary services, as determined by KFHPWA's medical director according to generally accepted principles of good medical practice, which are rendered to a Member for the diagnosis, care or treatment of a Medical Condition and which meet the standards set forth below. In order to be Medically Necessary, services and supplies must meet the following requirements: (a) are not solely for the convenience of the Member, their family member or the provider of the services or supplies; (b) are the most appropriate level of service or supply which can be safely provided to the Member; (c) are for the diagnosis or treatment of an actual or existing Medical Condition unless being provided under KFHPWA's schedule for preventive services; (d) are not for recreational, life-enhancing, relaxation or palliative therapy, except for treatment of terminal conditions; (e) are appropriate and consistent with the diagnosis and which, in accordance with accepted medical standards in the State of Washington, could not have been omitted without adversely affecting the Member's condition or the quality of health services rendered; (f) as to inpatient care, could not have been provided in a provider's office, the outpatient department of a hospital or a non-residential facility without affecting the Member's condition or quality of health services rendered; (g) are not primarily for research and data accumulation; and (h) are not experimental or investigational. The length and type of the treatment program and the frequency and modality of visits covered shall be determined by KFHPWA's medical director. In addition to being medically necessary, to be covered, services and supplies must be otherwise included as a Covered Service and not excluded from coverage. |
| **Medicare** | The federal health insurance program for people who are age 65 or older, certain younger people with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant, sometimes called ESRD). |
| **Member** | Any enrolled employee or Dependent. |
| **Network Facility** | A facility (hospital, medical center or health care center) owned or operated by Kaiser Foundation Health Plan of Washington or otherwise designated by KFHPWA, or with whom KFHPWA has contracted to provide health care services to Members. |
| **Network Personal Physician** | A provider who is employed by Kaiser Foundation Health Plan of Washington or Washington Permanente Medical Group, P.C., or contracted with KFHPWA to provide primary care services to Members and is selected by each Member to provide or arrange for the provision of all non-emergent Covered Services, except for services set forth in the Plan which a Member can access without Preauthorization. Network Personal Physicians must be capable of and licensed to provide the majority of primary health care services required by each Member. |
| **Network Provider** | The medical staff, clinic associate staff and allied health professionals employed by Kaiser Foundation Health Plan of Washington or Washington Permanente Medical Group, P.C., and any other health care professional or provider with whom KFHPWA |

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| | has contracted to provide health care services to Members, including, but not limited to physicians, podiatrists, nurses, physician assistants, social workers, optometrists, psychologists, physical therapists and other professionals engaged in the delivery of healthcare services who are licensed or certified to practice in accordance with Title 18 Revised Code of Washington. |
| **Out-of-pocket Expenses** | Those Cost Shares paid by the employee or Member for Covered Services which are applied to the Out-of-pocket Limit. |
| **Out-of-pocket Limit** | The maximum amount of Out-of-pocket Expenses incurred and paid during the calendar year for Covered Services received by the employee and their Dependents within the same calendar year. The Out-of-pocket Expenses which apply toward the Out-of-pocket Limit are set forth in the Benefits Details section. |
| **Plan** | The AWC Employee Benefit Trust Group Health Plan. |
| **Plan Administrator** | AWC Employee Benefit Trust. |
| **Plan Coinsurance** | The percentage amount the Member is required to pay for Covered Services received. |
| **Preauthorization** | An approval by KFHPWA that entitles a Member to receive Covered Services from a specified health care provider. Services shall not exceed the limits of the Preauthorization and are subject to all terms and conditions of the Plan. Members who have a complex or serious medical or psychiatric condition may receive a standing Preauthorization for specialty care provider services. |
| **Private Duty Nursing (or 24-hour nursing care)** | The hiring of a nurse by a family or Member to provide long term and/or continuous one on one care with or without oversight by a home health agency. The care may be skilled, supportive or respite in nature. |
| **Residential Treatment** | A term used to define facility-based treatment, which includes 24 hours per day, 7 days per week rehabilitation. Residential Treatment services are provided in a facility specifically licensed in the state where it practices as a residential treatment center. Residential treatment centers provide active treatment of patients in a controlled environment requiring at least weekly physician visits and offering treatment by a multi-disciplinary team of licensed professionals. |
| **Service Area** | Washington counties of Benton, Columbia, Franklin, Island, King, Kitsap, Lewis, Mason, Pierce, Skagit, Snohomish, Spokane, Thurston, Walla Walla, Whatcom, Whitman and Yakima. |
| **Summary Plan Document** | The Summary Plan Document (SPD) is a statement of benefits, exclusions and other provisions of the Plan. |
| **Urgent Condition** | The sudden, unexpected onset of a Medical Condition that is of sufficient severity to require medical treatment within 24 hours of its onset. |

## XV. Plan Administration

The SPD does not create a contract of employment.

**Amendment or termination of plan**
The AWC Employee Benefit Trust, the Plan sponsor, reserves the right to change, suspend or discontinue the Plan in whole or in part at any time, and doesn't promise to continue any specific level of benefits during or after employment, including during retirement.

**Authority of plan administrator**
The Trust is the plan administrator of the Plan. The Trust, as plan administrator, has the sole discretionary authority to interpret the Plan and determine eligibility with respect to non-insured benefits, determine the amount of non-insured benefits payable under the Plan, make any related findings of fact, and resolve any ambiguities that may exist between the SPD and the plan documents. All such decisions by the plan administrator will be final and binding on participants and beneficiaries to the fullest extent permitted by law.

**Foreign language assistance**
Contact us if you would like translation services to understand your benefits.

## XVI. Plan Data

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| **Plan year:** | January 1, 2024- December 31, 2024 |
| **Plan Sponsor:** | Association of Washington Cities Employee Benefit Trust |
| **Plan Administrator:** | Association of Washington Cities Employee Benefit Trust<br>1076 Franklin Street SE<br>Olympia, WA 98501<br>1-800-562-8981 |

**Benefit and Claims Administrators**

| Benefit | Administrator |
|---|---|
| **Health Benefits** (including pharmacy and vision coverage) | Kaiser Foundation Health Plan of Washington<br>P.O. Box 30766<br>Salt Lake City, UT 84130-0766<br>206-630-4636 or 1-888-901-4636<br>www.kp.org/wa |

## Notice of Nondiscrimination

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. ("Kaiser Permanente") comply with applicable Federal and Washington state civil rights laws and do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or any other basis protected by applicable federal, state, or local law. We also:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, and other formats)
  - Assistive devices (magnifiers, Pocket Talkers, and other aids)
- Provide free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Member Services at **1-888-901-4636** (TTY **711**).

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you can file a grievance with our Civil Rights Coordinator by writing to P.O. Box 35191, Mail Stop: RCR-A3S-03, Seattle, WA 98124-5191 or calling Member Services at the number listed above. You can file a grievance by mail, phone, or online at **kp.org/wa/feedback**. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with:

- The U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **https://ocrportal.hhs.gov/ocr/portal/lobby.jsf**, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 800-537-7697** (TDD)
  Complaint forms are available at **http://www.hhs.gov/ocr/office/file/index.html**
- The Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint portal available at **https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status**, or by phone at **800-562-6900, 360-586-0241** (TDD). Complaint forms are available at **https://fortress.wa.gov/oic/onlineservices/cc/pub/complaintinformation.aspx**

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KAISER PERMANENTE®

## Multi-language Interpreter Services

**English: ATTENTION:** If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-888-901-4636** (TTY **711**).

**Español (Spanish): ATENCIÓN:** Si habla español, tiene disponibles servicios de ayuda con el idioma sin cargo. Llame al **1-888-901-4636** (TTY **711**).

**中文 (Chinese)：注意：**如果您說中文，您可以免費獲得語言援助服務。請致電 **1-888-901-4636** (TTY **711**)。

**Tiếng Việt (Vietnamese): CHÚ Ý:** Nếu quý vị nói tiếng Việt, quý vị có thể sử dụng dịch vụ hỗ trợ ngôn ngữ miễn phí của chúng tôi. Xin gọi số **1-888-901-4636** (TTY **711**).

**한국어 (Korean): 참고:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 제공해 드립니다. **1-888-901-4636**(TTY **711**)번으로 문의하십시오.

**Русский (Russian): ВНИМАНИЕ!** Если вы говорите по-русски, вам доступны бесплатные услуги переводчика. Звоните по номеру **1-888-901-4636** (TTY **711**).

**Tagalog: PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-888-901-4636** (TTY **711**).

**Українська (Ukrainian): УВАГА!** Якщо ви розмовляєте українською мовою, вам доступні безкоштовні послуги перекладу. Телефонуйте за номером **1-888-901-4636** (TTY **711**).

ភាសាខ្មែរ ( **Khmer** )៖ សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាកម្មជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃគឺ មានសម្រាប់អ្នក។ ទូរស័ព្ទទៅលេខ **1-888-901-4636** (TTY **711**)។

**日本語 (Japanese): 注意事項**：無料の日本語での言語サポートをご利用いただけます。**1-888-901-4636** (TTY **711**) まで、お電話にてご連絡ください。

**አማርኛ (Amharic)፥ ማሳሰቢያ፥** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እገዛ አገልግሎቶች፣ በነጻ ለእርስዎ ይቀርባሉ፡ ወደ **1-888-901-4636** (TTY **711**) ይደውሉ።

**Oromiffa (Oromo): XIYYEEFFANNAA:** Afaan dubbattu Oroomiffa yoo ta'e, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. **1-888-901-4636** (TTY **711**) irraatti bilbilaa.

**ਪੰਜਾਬੀ (Punjabi): ਧਿਆਨ ਦਿਓ**: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫ਼ਤ ਉਪਲਬਧ ਹਨ। **1-888-901-4636** (TTY **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

**العربية (Arabic)**: انتباه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية، متوفرة لك، مجاناً.
اتصل بالرقم **1-888-901-4636** (TTY **711**)

**Deutsch (German): ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-901-4636** (TTY **711**).

**ພາສາລາວ (Lao): ໂປດຊາບ:** ຖ້າວ່າທ່ານເວົ້າພາສາລາວ,
ການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໂທ **1-888-901-4636** (TTY **711**).

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