



**WESTERN MUTUAL
INSURANCE COMPANY**

**GROUP HEALTH INSURANCE PLAN
CERTIFICATE BOOKLET**

Nevada

Western Mutual Insurance Company

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Schedule of Benefits

A. **COMPREHENSIVE MAJOR MEDICAL EXPENSE PLAN:** The following services and treatments are covered at the benefit levels set forth below subject to the terms, limitations, and exclusions of the policy.

1. Individual Annual Deductible and Annual Out-of-Pocket Benefits:

(a) Annual Deductible (Per Person):

150 Plan:	\$150
300 Plan:	\$300
500 Plan:	\$500
1000 Plan:	\$1,000

(1) Except as specifically set forth in this Schedule of Benefits or the Policy, the Insured and each covered Dependent must satisfy the individual Annual Deductible before any benefits under this Policy are paid.

(2) The Individual Annual Deductible amount applies separately to the Insured and each covered Dependent. The individual deductible will be waived for any family member during any Calendar Year in which the Family Deductible amount as set forth in this Schedule of Benefits has been satisfied.

(b) Individual Annual Maximum Out-of-Pocket Payout*:

150 Plan:	Inside PPO Network:	\$1,000
	Outside PPO Network:	\$2,000
300 Plan:	Inside PPO Network:	\$1,000
	Outside PPO Network:	\$2,000
500 Plan:	Inside PPO Network:	\$2,000
	Outside PPO Network:	\$4,000
1000 Plan:	Inside PPO Network:	\$2,000
	Outside PPO Network:	\$4,000

*All applicable in-network and out-of-network monies paid by the Insured will be combined for the purpose of determining whether or not the Out-of-Pocket maximum has been met.

(1) Except as set forth in this Schedule of Benefits or in the Policy, eligible charges will be paid at **100%** by the Company during any Calendar Year in which the applicable deductible and Out-of-Pocket amounts have been satisfied. Only Deductible and co-insurance amounts (except co-

insurance amounts paid for prescription drugs and amounts paid for any Benefits which are not eligible to be paid at **100%**) that are paid by the insured person during the Calendar Year will be applied toward the satisfaction of the Individual Annual Maximum Out-of-Pocket. Amounts paid for non-covered care or treatment, and office visit co-payments do not apply toward the Individual Annual Maximum Out-of-Pocket.

- (2) Benefits for Prescription Drugs will always be paid in accordance with the Prescription Drug Plan regardless of whether the Individual Annual Maximum Out-of-Pocket amount has been satisfied.

2. Percentage payable after satisfaction of Deductible and prior to the satisfaction of the Out-of-Pocket maximum amounts:

- (a) **PPO Network Percentage Payable After Deductible** (unless otherwise specified in the Policy or in this Schedule of Benefits): **90%**

- (b) **Non-PPO Network Percentage Payable After Deductible** (unless otherwise specified in the Policy or in this Schedule of Benefits): **80%**

- (c) **Laboratory Charges and X-Rays:**

- Inside PPO Network: 90%**

- Outside PPO Network: 80%**

- (d) **Organ Transplants and Joint Implants:**

- (1) Category I organ transplants and joint implants as defined in the Policy are subject to the General Limitations and Exclusions applicable to major medical expense Benefits and Preexisting Condition sections. Category I organ transplants and joint implants must be pre-authorized by the Company in writing. The allowable amount for Implantable Hardware used for a joint implant is limited to the invoice cost, plus 50%, as set forth elsewhere in the Schedule of Benefits. An invoice showing the actual cost of the implant must be submitted to the Company. Eligible diagnostic, medical and surgical expenses for a compatible live or cadaveric donor, that are directly related to the transplant, are paid to a maximum payment amount of **\$20,000** per organ, provided that the recipient of the transplant is an Insured under this Policy. Expenses for both the donor and the recipient are only covered under a recipient's coverage (even if both the donor and the recipient are Insureds under this Plan). Donor charges are ineligible for Benefits if the recipient is not an Insured under this Plan.

- (2) Category II organ transplants as defined in the Policy are only considered for benefits after the eligible Employee or Dependent has been insured under the Plan for a period of twelve (12) consecutive months (eighteen

(18) consecutive months for a Late Enrollee). This waiting period, which applies regardless of whether the condition is a Preexisting Condition, shall be reduced by the number of days of Creditable Coverage calculated as of the Enrollment Date of the patient. Category II organ transplants must be pre-authorized by the Company in writing, and may require a consistent second opinion (and third opinion), if requested by the Company. All pre-authorized Category II organ transplants are paid to a lifetime maximum payment of **\$250,000** per organ. For the purpose of this Benefit, any transplant therapy or protocol involving bone marrow shall constitute one organ even if multiple transplants are performed. This maximum allowable amount includes payment for all transplant related costs including, but not limited to, all hospital, surgical, and medical expenses for an eligible transplant. Eligible diagnostic, medical and surgical expenses for a compatible live or cadaveric donor, that are directly related to the transplant, are paid to a maximum payment amount of **\$20,000** per organ, provided that the recipient of the transplant is an Insured under this Policy. Expenses for both the donor and the recipient are only covered under a recipient's coverage (even if both the donor and the recipient are Insureds under this Plan). Donor charges are ineligible for Benefits if the recipient is not an Insured under this Plan. The maximum amount payable for eligible donor charges will be applied to the lifetime maximum amount payable for the transplant. A period of eighteen (18) months must transpire before a benefit shall be allowed for a different eligible Category II organ transplant.

(e) **Implantable Hardware:** The maximum allowable amount for Implantable Hardware, as defined in the Policy, is limited to the invoice cost, plus 50%. An invoice showing the actual cost of the implant must be submitted to the Company. The paid amount for Implantable Hardware that is used in conjunction with a joint implant will be applied to the lifetime maximum payment amount for the implant.

(f) **Temporomandibular Joint Syndrome Services, Upper or Lower Jaw Augmentation, Orthognathic Surgery, Reduction Procedures, or Medically Necessary Dentistry Necessitated by an Accidental Injury (as defined and limited in the Policy): 50%.** There is no 100% benefit at anytime, nor is this benefit increased after the satisfaction of the Out-of-Pocket amounts.

(g) **Ambulance services:**

Inside PPO Network: 90%

Outside PPO Network: 80%

(1) Ambulance service is limited to **\$2,500** per occurrence.

(2) Air Ambulance service is limited to **\$15,000** per occurrence.

(h) **Durable Medical Equipment:** Except as set forth below, eligible expenses are paid at **80%** not to exceed a maximum payment of **\$3,000** per Calendar Year, and are subject to all other Policy provisions including, but not limited to, Usual and Customary allowances or PPO network allowances.

1. Eligible expenses for insulin pumps, pain management pumps and infusion-type pumps will be paid at **80%** not to exceed a maximum payment of **\$7,500** per Calendar Year. This limit applies regardless of whether the pumps are internal or external.
2. Eligible expenses for pacemakers are not subject to the limits as set forth above and are paid at the levels as for any other major medical expense.

(i) **Back and spine treatment including modalities:** Eligible treatment charges are subject to a Maximum Benefit payment of **\$2,000** per Calendar Year. There is no 100% benefit at anytime, nor is this benefit increased after the satisfaction of the Out-of-Pocket amounts. The maximum benefit limitation for visits does not apply for treatment rendered within six (6) months of a spinal surgery.

(j) **Prosthetics:** For a natural limb or eye which is lost while insured, only the initial prosthesis is eligible for payment at **80%** to a maximum payable amount of **\$5,000**.

(k) **Mammograms are covered at:**

Inside PPO Network: 90%
Outside PPO Network: 80%

subject to the following guidelines:

- (1) A baseline mammogram for women between the ages of 35 and 40.
- (2) An annual mammogram for women 40 years of age or older.

(l) **Circumcisions** performed within 30 days of birth or adoption are covered to a maximum of **\$150**.

(m) **Office Visits:**

Inside PPO Network: 90%
Outside PPO Network: 80%

(n) **Treatment for sleep apnea.** Eligible expenses are paid to a lifetime maximum of \$5,000. The maximum benefit limitation **includes**, but is not limited to, surgical procedures. The maximum benefit limitation **does not include** oxygen or Durable Medical Equipment.

(o) **Colonoscopy:**

Inside PPO Network: 90%

Outside PPO Network: 80%

Subject to the following guidelines in accordance with the American Cancer Society:

1. Once every ten (10) years beginning at age 50.
2. Once every five (5) years beginning at age 40 if colorectal cancer or adenomatous polyps were present in any first-degree relative (parent, sibling, or child) before the relative's age of 60, or in two or more first-degree relatives at any age.
3. As frequently as is determined to be Medically Necessary for follow-up colonoscopies due to the presence of colorectal cancer or adenomatous polyps.
4. For Medically Necessary reasons at any age to diagnose a medical condition.

(p) **Sleep studies:** Eligible expenses are payable to a lifetime maximum of **\$1,000**.

3. **Routine Physical Examinations and Check-ups** (if your Policy contains the Optional Co-Payment Endorsement, and the following services qualify as a Physician Office Visit, refer to the endorsement for Benefit information):

(a) **Well Baby/Child Benefit:** This benefit is not subject to the Calendar Year Deductible and amounts paid by the Insured for these procedures are not applicable to the satisfaction of the Deductible. Office visits for routine check-ups for children up to and including age eighteen (18) are covered at:

Inside PPO Network: 90%

Outside PPO Network: 80%

Subject to the following guidelines:

- (1) During the first year of life, the Policy covers four (4) office visits for routine check-ups.

- (2) During the second year of life, the Policy covers two (2) office visits for routine check-ups.
 - (3) For children ages two (2) through and including age eighteen (18), the Policy covers one (1) office visit per year for routine check-ups.
- (b) For Insureds and Dependents age nineteen (19) or older, all Deductible Plans cover routine physical examinations and check-ups, including routine lab work required for the routine physical examination to an annual maximum of **\$300**. This benefit does not include mammograms and influenza immunizations, which are covered elsewhere in the Policy. Routine adult immunizations are covered for Insureds and Dependents age nineteen (19) or older as determined in accordance with the most recent guidelines of the Centers for Disease Control. On the 150 & 300 Deductible Plans, this benefit is not subject to the Calendar Year Deductible and amounts paid by the Insured for these procedures are not applicable to the satisfaction of the Deductible. On the 500 & 1000 Deductible Plans, this Benefit is subject to the Calendar Year Deductible, and the annual maximum Benefit will either be paid by the Company (if the Deductible has been satisfied) or applied to the Calendar Year Deductible (if the Deductible has not been satisfied). Amounts in excess of the \$300 maximum are neither payable by the Company nor applicable to the Deductible.

Inside PPO Network: 90%

Outside PPO Network: 80%

- (c) For female Insureds and Dependents age nineteen (19) through age twenty-six (26), routine HPV immunizations are eligible for Benefits in accordance with the guidelines of the Centers for Disease Control. Eligible expenses will be processed in accordance with the Routine Physical Examination Benefit as described in the foregoing subsection (b). Notwithstanding the annual maximum Benefit for Routine Physical Examinations, eligible expenses will be processed subject to the Calendar Year Deductible and applicable coinsurance as for any other medical expense if the maximum Routine Physical Examination Benefit has been satisfied. HPV immunizations for female Insureds and Dependents who are age eighteen (18) or younger are covered under the Benefits for routine childhood immunizations as stated elsewhere in the Schedule of Benefits.
- (d) Prostate cancer screening tests, consisting of a PSA blood test and a digital rectal exam, are eligible for Benefits. Eligible expenses will be processed in accordance with the Routine Physical Examination Benefit as described in the foregoing subsection (b). Notwithstanding the annual maximum Benefit for Routine Physical Examinations, eligible expenses will be processed subject to the Calendar Year Deductible and applicable coinsurance as for any other medical expense if the maximum Routine Physical Examination Benefit has

been satisfied. Benefits are subject to the following guidelines in accordance with the American Cancer Society:

1. Once each Calendar Year, beginning at age 50, for men who have at least a 10 year life expectancy.
2. Once each Calendar Year, beginning at age 45, if prostate cancer was diagnosed in a first-degree relative (father, brother, or son) before the relative's age of 65.
3. Once each Calendar Year, beginning at age 40, if prostate cancer was diagnosed in two or more first-degree relatives (father, brother, or son) before the relative's age of 65.
4. **Routine childhood immunizations and influenza immunizations: 90%.** This benefit is not subject to the Calendar Year Deductible and amounts paid by the Insured for these procedures are not applicable to the satisfaction of the Deductible. Routine childhood immunizations shall be determined in accordance with the most recent guidelines of the Centers for Disease Control.
5. **Supplemental Accident Expense Benefit** (Only available on the 150 & 300 Plans): **\$300 per Accident.** This benefit is not subject to the Calendar Year Deductible and amounts paid by the Insured for these procedures are not applicable to the satisfaction of the Deductible.
6. **Family Deductible and Out-of-Pocket Benefits:**
 - (a) Annual Maximum Family Deductible: The Annual Maximum Family Deductible is equal to three (3) times the individual deductible amount. Once the Annual Maximum Family Deductible is satisfied in any Calendar Year, the Individual Deductible is waived for all remaining family members for that Calendar Year.
 - (b) Annual Family Out-of-Pocket: The Annual Family Out-of-Pocket amount is:

150 & 300 Plans: \$2,000
500 & 1000 Plans: \$4,000

No individual family member may contribute more than one-half of the family Out-of-Pocket maximum and each family member must satisfy an individual deductible amount (unless the Family Deductible has been satisfied) even if the annual family Out-of-Pocket maximum amount has been satisfied. Only Deductible and co-insurance amounts (except co-insurance amounts paid towards Prescription Drugs and amounts paid for Benefits which are not eligible to be paid at 100%) that are paid by the Insured or Dependent during the Calendar Year will be applied toward the satisfaction of the Out-of-Pocket

maximum. Amounts paid for non-covered care or treatment, and office visit co-payments do not apply toward the Out-of-Pocket maximums. Benefits for Prescription Drugs will always be paid in accordance with the Prescription Drug Plan regardless of whether the Annual Family Out-of-Pocket amount has been satisfied.

7. Maximum Lifetime Benefit (per insured): \$2,000,000

B. PRESCRIPTION DRUG CARD PLAN:

The Prescription Drug Deductible is a separate Deductible and cannot be used to satisfy the medical Deductible or medical Out-of-Pocket amounts. Drugs that are available or purchase through a retail pharmacy but that are not purchased through the Prescription Drug Card Plan will be paid in accordance with the Prescription Drug Card Plan Benefit and not as a Major Medical expense. They will also be limited to the maximum allowable cost, less any available discounts, that would have been available had the drugs been purchased through the Prescription Drug Card Plan. Specialty and biotech medications that are considered to be self-injectable (such as, but not limited to, Avonex, Betaseron, Enbrel, Fuzeon, Imitrex, Humira, Intron, and Rebif) will be paid under the Prescription Drug Benefit even if they are administered by a Provider. The Company is entitled to any and all available rebates that are paid by Prescription Drug Manufacturers.

- 1. **Deductible Per Person:**
 - 150 Plan: \$50**
 - 300 Plan: \$75**
 - 500 Plan \$100**
 - 1000 Plan: \$200**

- 2. **Prescription Drug Co-Pay: Generic: 20% or \$10** (whichever is greater)
Brand: 30% or \$30 (whichever is greater)

- 3. **Annual Prescription Drug Maximum: \$50,000**

C. MENTAL ILLNESS CARE AND TREATMENT OF ALCOHOL AND SUBSTANCE ABUSE (for Employers with 2-50 Employees):

Eligible expenses for the following are subject to the Calendar Year Deductible and amounts paid by the Insured for these procedures are applicable to the Out-of-Pocket amount.

(1) Inpatient treatment for Severe Mental Illness and non-Severe Mental Illness:

Inside PPO Network: 90%
Outside PPO Network: 80%

Eligible expenses are covered up to a maximum of forty (40) days for Severe Mental Illness and fifteen (15) days for Mental Illness each Calendar Year. Benefits for inpatient treatment received for Mental Illness will be reduced by the number of days of inpatient treatment received for Severe Mental Illness as of the date of treatment. For Severe Mental Illness only, two (2) visits for partial or respite care, or a combination thereof, may be substituted for each one (1) day of hospitalization not used by the Insured but in no event will more than 40 days of inpatient hospitalization be provided.

(2) Outpatient Treatment for Severe Mental Illness and non-Severe Mental Illness:

Inside PPO Network: 90%
Outside PPO Network: 80%

Outpatient visits are limited to forty (40) visits per calendar year for Severe Mental Illness (excluding visits for the management of medication) and twenty (20) visits per calendar year for Mental Illness. Benefits for outpatient treatment for Mental Illness will be reduced by the number of outpatient visits received for Severe Mental Illness as of the date of treatment.

(3) Treatment for Alcohol or Substance Abuse:

Inside PPO Network: 90%
Outside PPO Network: 80%

- (a) Expenses for the treatment for withdrawal from the physiological effects of alcohol or drugs are covered up to a maximum **\$1,500** per calendar year.
- (b) Inpatient treatment for a patient admitted to a facility is covered up to a maximum **\$9,000** per calendar year.
- (c) Outpatient counseling for a person, group, or family who is not admitted to a facility is covered up to a maximum of **\$2,500** per calendar year.

D. MENTAL ILLNESS CARE AND TREATMENT OF ALCOHOL AND SUBSTANCE ABUSE (for Employers with 51 or more Employees):

The following 2 options are available. Please contact the Company's office to determine which option has been selected by the Policyholder.

Option I (Eligible expenses for the following are subject to the Calendar Year Deductible and amounts paid by the Insured for these procedures are applicable to the Out-of-Pocket amount):

1. Inpatient and Outpatient treatment for Severe and non-Severe Mental Illness Care:

Inside PPO Network: 90%

Outside PPO Network: 80%

2. Inpatient and Outpatient treatment for Alcohol and Substance Abuse:

Inside PPO Network: 90%

Outside PPO Network: 80%

Option II*:

No Benefits are available for Mental Illness Care or Treatment of Alcohol and Substance Abuse. If Option II is selected by the Policyholder, all Benefits for Mental Illness services and alcohol and substance abuse services are excluded from coverage. Any amounts paid by the Insured for these services are not applicable to the Deductible or the Out-of-Pocket amounts.

*Note: If the Plan II option is chosen by the Policyholder, there are no Benefits available for Prescription Drugs for any psychotherapeutic agents or Prescription Drugs for the treatment of Alcohol and Substance Abuse.

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I. DEFINITIONS (the following terms are defined for guidance only and do not create coverage):

“Accident” or **“Accidental Bodily Injury”** shall mean the sustaining of physical damage to the body as the result of an unexpected occurrence caused by an external force, a foreign body, or corrosive chemical, that is independent of disease or bodily infirmity and for which the Insured is not entitled to receive any benefits under any workers’ compensation or occupational disease law. Physical damage resulting from a normal body movement such as stooping, bending, twisting, or chewing is not considered an Accident.

“Actively at Work” and **“Active Work”** means being in attendance in person at the usual and customary place or places of business acting in the performance of the duties of the Employee’s occupation on a full-time basis devoting full efforts and energies thereto. Notwithstanding the foregoing, an Employee shall be deemed Actively at Work on each day of a regular paid vacation; or on any day in which he/she is absent from work due to a health factor, for a period not to exceed twelve (12) weeks; provided he/she was Actively at Work on the last preceding regular work day. In the case of a new enrollee, eligibility will not be denied if the Employee is absent from work due to a health factor, however, work must begin before coverage will become effective.

“Alcohol/Substance Abuse Dependency Treatment Center” means a treatment facility that is licensed or approved as a treatment center by the state and that provides a program for the treatment of alcoholism or substance abuse pursuant to a written plan approved and monitored by a Physician.

“Ambulance” means a vehicle for transporting the sick or injured, staffed with appropriately certified or licensed personnel and equipped with emergency medical care and supplies and equipment such as oxygen, defibrillator, splints, bandages, adjunctive airway devices, and patient-carrying devices.

“Ambulatory Service Facility” means any public or private establishment with an organized medical staff of Physicians, licensed and accredited by the Joint Commission for Accreditation of Hospitals (“JCAH”), and/or certified by Medicare with permanent facilities equipped and operated primarily for the purpose of performing ambulatory surgical procedures and with continuous Physician services whenever an Insured is in the facility but does not provide services or other accommodations for Insureds to stay overnight.

“Benefits” means the payments provided for the Insured Employee or Insured Dependent(s) under this Plan.

“Brand Drugs” are Prescription Drugs that have been reviewed by the Food and Drug Administration (“FDA”) as full new drug applications (NDA), are nationally recognized innovators, and may be, or once were, protected by patents.

“Calendar Year” means January 1 through December 31 of a year. The first calendar year begins on the effective date and ends on December 31 of the same year.

“Certificate” means the written statement prepared by the Company, including all riders and supplements, if any, which sets forth a summary of the insurance to which an Employee and

his Dependents are entitled, to whom the benefits are payable, and any exclusions, limitations, or requirements that may apply.

“Child(ren)” means, for the purposes of this Plan, a Child(ren) by birth, legal adoption as of the date of placement for adoption, legal (court appointed) guardianship, or other Child(ren), who is a Dependent of the Employee as that term is defined in this Policy.

“Company” means the Western Mutual Insurance Company.

“Comprehensive Major Medical Expenses” are Covered Expenses subject to an annual Deductible and applicable co-insurance.

“Converted Benefits” means the Benefits provided under the Conversion Plan for that class of Insureds who have been, but are no longer, Employees of the Policyholder and who select Converted Benefits in lieu of or following any state or federal extension of Benefits.

“Cosmetic” or **“Cosmetic Surgery”** means any surgical procedure performed to improve appearance or to correct a deformity without restoring a physical bodily function. Psychological factors, such as poor body image and difficult peer relations, do not constitute a bodily function.

“Covered Expenses” means those Expenses incurred by an Insured Employee or Dependent for treatment of an Injury or Illness for which the Plan provides Benefits. The term Covered Expenses also includes expenses for wellness Benefits provided under the Policy.

“Covered Services” means the services, supplies, or accommodations for which the Plan provides Benefits.

“Creditable Coverage” means the period of prior coverage for which Plan participants will be given “credit” toward the satisfaction of any Preexisting Condition Limitation period for the length of coverage under any of the following Plans: (a) group health insurance; (b) individual health insurance; (c) Medicare and Medicaid; and (d) government programs such as public health plans, state high risk pools, or military plans. The exclusion for Preexisting Conditions will be reduced by the number of months that the Employee has remained Covered under any of these plans. A period of coverage shall not be counted, with respect to enrollment of an individual under a group health plan, if, after such period and before the Enrollment Date, there was a period of sixty-three (63) days or more during all of which the individual was not covered under any health benefit plan. This sixty-three (63) day period shall not include any period that an individual is in a waiting period for any coverage under a group health plan (or for group health insurance coverage) or is in an affiliation period.

“Custodial Care” means services, supplies or accommodations for care which:

- (a) Do not provide treatment of an Injury or sickness; or
- (b) Could be provided by persons without professional skills or qualifications;
- (c) Are provided primarily to assist the Insured in daily living; or
- (d) Are for convenience, contentment or other non-therapeutic purposes; or

- (e) Maintains physical condition when there is no prospect of affecting remission or restoration of the patient to a condition in which care would not be required.

“Date Incurred” means the date services were provided.

“Deductible” means the amount of charges for Covered Services paid by the Insured person before Benefits are paid.

“Dependent(s)” includes any of the following:

- (a) The lawful Spouse of an Insured Employee;
- (b) The Insured Employee’s (or the Insured Employee’s Spouse’s) unmarried Child(ren) who (1) are unmarried; and (2) are nineteen (19) years of age or younger;
- (c) The Insured Employee’s (or the Insured Employee’s Spouse’s) unmarried Child(ren) who (1) are unmarried; and (2) are twenty-three (23) years of age or younger and financially dependent on the Employee if a full-time student*;

***Exception:** if a Dependent child student takes a Medically Necessary leave of absence, or changes to part-time status, as a result of serious Illness or Injury, coverage may be continued until 1) the date that is one year after the first day of the leave of absence, or 2) the date of which such coverage would otherwise terminate under the terms of this Plan. For this exception to apply, the Dependent Child student must have been enrolled in the Plan immediately before the first day of the leave of absence, and the Plan must receive a written certification by a treating physician which states that the Dependent Child student is suffering from a serious Illness or Injury.

- (d) A Child who has reached the limiting age for termination of coverage, but who (1) is Disabled and dependent upon the Insured; and (2) was claimed as a Dependent on the Employee’s income tax return for the previous Calendar Year, provided that the Child was enrolled in this Plan at the time of reaching the limiting age. Subsequent written proof of the continuance of such incapacity and such dependence must be furnished at such intervals as the Company may reasonably require during the first two years following such Child(ren)’s attainment of the limiting age but not more than once each year thereafter.

“Disability or Disabled,” as applied to Employees, means the Employee’s continuing inability, because of an Injury or Illness, to perform substantially the duties related to his employment for which he is otherwise qualified. The term **“Disability or Disabled,”** as applied to Dependents, shall mean a physiological or psychological condition which prevents the Insured from performing normal life functions. Periods of Disability that are not separated by at least ninety (90) days and that are for the same, or substantially the same, condition shall be considered the same Disability.

“Durable Medical Equipment” is Medical Equipment that meets all of the following requirements:

- (a) It is intended for the patient's exclusive use and benefit in the care and treatment of an Illness or Injury.
- (b) It is durable and usable over an extended period of time.
- (c) It is primarily and customarily used for a medical purpose rather than for convenience or comfort.
- (d) It is prescribed by a Physician or Practitioner.

Durable Medical Equipment includes, but is not limited to, all types of wheelchairs, crutches, braces, hospital beds, CPAP machines, insulin pumps, pain management pumps, infusion-type pumps, and pacemakers. Durable Medical Equipment does not include air conditioners, swimming pools, hot tubs, exercise equipment, or similar equipment.

“Effective Date” as pertains to the Employer's Plan, means the date the Employer's Plan becomes in force. As pertains to an Employee or Dependent, the term “Effective Date” shall mean the date the Employee or Dependent becomes Insured.

“Emergency” means a sudden change in a patient's condition such that immediate medical or surgical intervention is required and the absence of such intervention could be expected to result in imminent deterioration of health or permanent physical harm or death.

“Employee” means any person who is in an Employee/Employer relationship, is Actively at Work in the regular business of an Employer and who works an average of 80 hours per month and who receives compensation for his service from the Employer. An Employee of the subsidiaries and affiliates, if any, of the Employer named on the face of this Plan, shall be deemed an Employee of the Employer and service with any such subsidiaries and affiliates shall be deemed service with the Employer, if in compliance with hours worked. For the purpose of this definition, an owner, sole proprietor, partner, officer or director shall be considered an “Employee” provided that he or she is Actively at Work as set forth herein.

“Employer” or **“Participating Employer”** means any corporation or proprietorship operating as a business entity, that is a member of a bona fide association that contracts with the Company to provide insurance Benefits to its membership, that has eligible Employees Insured with the Company, and that who has agreed in writing to become a Policyholder of the Company.

“Enrollment Date” means the earlier of: (a) the first day of coverage; or (b) the first day of the Employer Waiting Period if the Employer applies a Waiting Period before Employees are eligible to participate in the Plan. The Enrollment Date for a Late Enrollee or anyone enrolling as a Special Enrollee is the first day of coverage.

“Experimental or Investigational Treatment or Procedures” means medical treatment, services, supplies, medications, drugs, or other methods of therapy or medical practices which have not been accepted as a valid course of treatment for a period of at least three years by the U.S. Food and Drug Administration, the American Medical Association, the Surgeon General, or any other medical society recognized by the Company, and any services, supplies, or accommodations provided in connection with such procedures.

“Extended Care Facility/Rehabilitation Care Facility” means an institution, or distinct part thereof, which is licensed pursuant to state or local law to provide extended care and treatment or rehabilitation care (whether acute care or extended care) to individuals convalescing from Injury or Illness. Any institution which is, other than incidentally, a rest home, a home for the aged, or a place for the treatment of mental disease, drug addiction or alcoholism, is not considered an “Extended Care Facility/Rehabilitation Care Facility.”

“Family Deductible” has the meaning ascribed to it in the Schedule of Benefits.

“Generic Drugs” are Prescription Drugs that have been reviewed by the Food and Drug Administration (“FDA”) as abbreviated new drug applications (ANDA), are multisource products that have lower costs than Brand Drugs, and are no longer protected by patents.

“Home Health Care” means care and treatment provided in the home of the Insured by an agency duly licensed by the state. It includes all professional services, technical and ancillary medical services, health aide services, and medical supplies and equipment which would be covered if the Insured were in a Hospital, but does not include Prescription Drugs.

“Hospice” means a licensed agency operating within the scope of such license providing palliative care and treatment of patients with a life expectancy of six (6) months or less where the focus is the acknowledgment of death and dealing with it in both its physical and psychological aspects. Such services are covered if the Hospice:

- (a) Is engaged in providing nursing services and other medical services under the supervision of a Physician;
- (b) Maintains a complete medical record on each patient;
- (c) Is not engaged in providing Custodial Care, care or treatment of Mental Illness, or care or treatment for drug or alcohol abuse or dependency; and
- (d) Qualifies as a reimbursable service under Medicare.

“Hospital” means a Facility which is licensed and accredited by the Joint Commission for Accreditation of Hospitals (“JCAH”), which operates within the scope of such license, and which makes use of at least clinical, laboratory, diagnostic x-ray services, and major surgical facilities.

“Hospital Confined” means admitted to and confined as a patient in a Hospital upon the recommendation of a Physician.

“Implantable Hardware” means medical hardware that is implanted partially or totally into the body, such as, but not limited to, artificial joints, pins, screws, bone plates, and spinal rods. Implantable Hardware does not include Durable Medical Equipment as defined in this Policy.

“Illness” means a bodily disorder resulting from disease, sickness, or malfunction of the body, or a congenital malformation which causes functional impairment, not entitling the Employee or Dependent(s) to receive any benefits under any workers’ compensation or

occupational disease law. With respect to “obstetrical deliveries or sterilization”, Illness means the bodily condition which permits obstetrical delivery, or sterilization.

“Injury” for which Benefits are provided, means Accidental Bodily Injury sustained by the Insured which is the direct result of an Accident, independent of disease or bodily infirmity or any other cause, which occurs while insurance coverage is in force, for which the Insured is not entitled to receive any Benefits under any workers’ compensation or occupational disease law.

“Inpatient” means treatment that is provided while admitted to, and confined in, a Hospital setting for at least twenty-four (24) hours, and includes services such as lodging and meals.

“Insured” means the Insured Employee or Insured Dependent(s).

“Insured Dependent(s)” means the Dependent(s) of an Insured Employee for whom premium is paid.

“Insured Employee” means an Employee who is eligible for insurance as defined in this Plan and for whom premium is paid.

“Late Enrollee” means an individual who enrolls under the Plan at a time other than during the first period in which the individual was eligible. A Late Enrollee is not an individual who enrolls in accordance with the Special Enrollment provisions of this Plan.

“Maximum Amount of Benefits” means the cumulative Maximum Amount of Benefits payable for services to any Insured Employee or Insured Dependent(s).

“Maximum Lifetime Benefit” means the maximum benefit payable by WMI to any insured individual during their lifetime regardless of the named policyholder. This includes any amounts payable pursuant to COBRA, state extension of benefits, and conversion provisions.

“Medicaid” means the programs providing Hospital and medical Benefits under Title XIX, “Grants to States for Medical Assistance Programs”, of the Federal Social Security Act as now in effect or amended hereafter.

“Medical Claims Review Committee” means that body of the Company which provides for claims appeal.

“Medically Necessary” means any services for health care, supplies, or accommodations provided to the Insured for treatment of Illness or Injury, which:

- (a) Are consistent with the symptom(s) or diagnosis;
- (b) Are received in the most appropriate, cost effective, setting that can be used safely;
- (c) Are not used solely for the convenience of the Insured or Provider or any other person’s convenience; and

- (d) Are appropriate with regard to standards of good medical practice in the state and could not have been omitted without adversely affecting the Insured's condition or the quality of medical care received.

“Medicare” means the programs providing Hospital and medical benefits under Title XVIII of the Federal Social Security Act as now in effect or hereafter amended. Employees and Dependent(s) who are eligible for any coverage under Medicare shall be deemed to have all the coverage provided thereunder.

“Mental Health Care Facility” means a facility that is licensed by the state or is otherwise authorized to provide mental health services according to state law and that provides a program for the treatment of Mental Illness pursuant to a written plan.

“Mental Health Care Practitioner” means an individual licensed by the state as a Physician or surgeon, or osteopathic Physician engaged in the practice of mental health therapy; an advanced practice registered nurse, specializing in psychiatric mental health nursing; a psychologist qualified to engage in the practice of mental health therapy; a clinical social worker; a certified social worker; a marriage and family therapist; or a professional counselor.

“Mental Illness” means a mental, behavioral or emotional disorder as defined in DSM IV other than an addictive disorder, mental retardation, irreversible dementia or a disorder caused by an abuse of alcohol or drugs, which interferes with or limits one or more major life activities of the insured. Mental Illness does not include a Severe Mental Illness as defined in this Plan.

“Occupational Therapy” means the use of any occupation or creative activity for remedial purposes to retrain the patient in work activities (school, home management, and employment). Occupational Therapy is directed toward the coordination of finer, more delicate movements than Rehabilitation/Physical Therapy, such as coordination of the fingers, to the sick or injured person's highest attainable skills.

“Office Visit” means: (1) an evaluation, consultation, or physical examination that is performed by a medical doctor (M.D.), doctor of osteopathy (D.O.), or a nurse practitioner (N.P.); (2) an initial psychiatric evaluation **only** when conducted by a provider licensed to perform that evaluation; and (3) an initial evaluation **only** when performed by a chiropractor or physical therapist for an Injury (limited to two per Calendar Year). The term Office Visit also includes minor surgical services that do not require the use of a surgical facility or suite, and Home Health Care services. **Note:** This definition of Office Visit does not apply to any Policyholder who has elected the optional co-payment endorsement, form #'s MM100 MM&SOB (NV 1/98) RIDNVCOP or MM100 MM&SOB (NV 1/98) RIDNVCOP80/60. If your Policy contains that endorsement, please refer to that endorsement for the applicable definition.

“Open Enrollment” means the period between November 1 and December 31 during which an Employee or Dependent who previously waived coverage may enroll in the insurance Plan. An individual who enrolls in the Plan during the Open Enrollment period will become effective on January 1 of the following year. An Employee or Dependent who waives insurance coverage during the Open Enrollment period must wait until the next Open-Enrollment period to enroll in the insurance Plan. The Preexisting Condition Limitation,

reduced by any Creditable Coverage, will apply to any Employee or Dependent enrolling in the Plan during the Open Enrollment period.

“Out-of-Pocket” means the Maximum dollar amount as set forth and limited in the Schedule of Benefits per Calendar Year of eligible charges payable by an Insured, Dependent, or Family to Providers. Only Deductible and co-insurance amounts (except co-insurance amounts paid towards Prescription Drugs and amounts paid for Benefits which are not eligible to be paid at 100%) that are paid by an Insured person during the Calendar Year will be applied toward the satisfaction of Out-of-Pocket amounts. Amounts paid for non-covered care or treatment do not apply toward Out-of-Pocket amounts.

“Owner” means an owner, partner or proprietor of the Policyholder. In order to be eligible for the optional 24-hour coverage endorsement, an Owner must be one who is not required by law to be covered by workers’ compensation insurance, and who has no such insurance in effect.

“Physician” means an individual who is licensed by the state to practice medicine and surgery in all of its branches, or to practice as an osteopathic Physician and surgeon.

“Plan” or “Policy” means this document and any riders issued hereunder.

“Policyholder” means the Employer named on the Certificate.

“Portability” means the transfer of, and credit for, all or any portion of a time limitation period which was satisfied under prior health benefits coverage. In order for prior coverage to be portable, the coverage must have existed within the time period allowed by applicable federal or state law. Any Waiting Period applied by the Employer or the carrier before the Employee or Dependent is eligible to participate in the Plan will be disregarded when Portability is determined.

“Practitioner” means an individual who is licensed by the state to provide medical or surgical services which are similar to those provided by Physicians. Practitioners include podiatrists, chiropractors, psychologist, certified midwives, certified registered nurse anesthetists, dentists, and other professionals practicing within the scope of their respective licenses.

“Pre-certification” means the determination that a Hospital confinement is Medically Necessary and that the proposed length of stay is appropriate. **Pre-certification does not guarantee payment or determine Benefit eligibility.** Although recommended, Pre-certification for Urgent Care is **not** required. However, once the care is no longer Urgent Care, Pre-certification requirements will apply.

“Preexisting Condition” is a physical or mental condition, regardless of the cause of the condition, for which medical advice, diagnosis, care, or treatment was recommended or received within the six (6) month period prior to the Enrollment Date. The term “Preexisting Condition” does not include pregnancy and does not include genetic information in the absence of a diagnosis of the condition related to such information.

“Preferred Provider” means a health care Provider that has contracted with a Preferred Provider Organization to provide services to Insureds of the Company.

“Preferred Provider Network”, “Network” or “PPO” means a Network of Providers that contract with a Preferred Provider Organization to provide services to Insureds of the Company at discounted rates.

“Prescription Drug” means a Drug or medicine which can only be obtained by a Prescription Order and bears the legend: “Caution, Federal Law Prohibits Dispensing without a Prescription” or other similar type of wording, or which is restricted to prescription dispensing by state law. The term Prescription Drug also includes insulin, diabetic testing equipment, and supplies for insulin excluding supplies meeting the definition of Durable Medical Equipment which are paid in accordance with the Durable Medical Equipment benefit.

“Prescription Order” means a written or oral order for a Prescription Drug issued by a Provider acting within the scope of his/her professional license.

“Professional Charges” means charges made by a Physician, Doctor of podiatric medicine, or dentist for an office Visit, surgical procedure, Medically Necessary assistance, or Hospital medical service.

“Provider” means a Hospital, Skilled Nursing Facility, Ambulatory Service Facility, Physician, Practitioner, or other individual or organization which is licensed by the state to provide medical or surgical services, supplies, and accommodations.

“Residential Care Facility/Institution” means a health care facility/institution that provides the following services for persons who do not need Inpatient nursing care.

- (a) Resident beds or residential units;
- (b) Supervisory care services (general supervision, including the daily awareness of resident functioning and continuing needs);
- (c) Personal care services (assistance with activities of daily living that can be performed by persons without professional skills or professional training);
- (d) Directed care services (programs or services provided to persons who are incapable of recognizing danger, summoning assistance, expressing need or making basic care decisions); or
- (e) Health related services (services, other than medical services, pertaining to general supervision, protective, and preventive services).

This definition does not include a nursing care institution. This definition also does not include a Hospital, Mental Health Care Facility, Chemical Dependency Treatment Center, or Extended Care Facility/Rehabilitation Care Facility, which are defined elsewhere in this Policy.

“Routine Physical Examination” means a physical examination where an Insured has no symptoms of Illness or Injury. Routine Physical Examination includes the examination and

routine lab procedures required for the physical examination, including, but not limited to, cytologic testing/pap smears, and prostate tests.

“Schedule of Benefits” is the attachment to this Policy that outlines the Benefits available under this Policy. The Schedule of Benefits is attached to and made a part of this Policy.

“Schedule of Payment” means the amount of eligible Benefits provided by the Policy.

“Semi-Private Accommodation” means two-bed, three-bed, or four-bed room Accommodations in a Hospital or other licensed health care facility.

“Severe Mental Illness” means any of the following mental illnesses that are biologically based and for which diagnostic criteria are prescribed in DSM IV: schizophrenia, schizoaffective disorder, bipolar disorder, major depressive disorder, panic disorder, and obsessive-compulsive disorder.

“Special Enrollment” means an enrollment period, other than the Employer’s initial enrollment period or annual Open-Enrollment period, when certain eligible Employees and Dependents are allowed to enroll in the Plan pursuant to the enrollment provisions of the Plan.

“Spouse” means the Person who is legally married to the Insured Person.

“Supplemental Accident Expense” means expenses for Medically Necessary services incurred as the result of, and within ninety (90) days of, an Accidental Bodily Injury, where first treatment is rendered within forty-eight (48) hours of the Accidental Bodily Injury and where the Accidental Bodily Injury was sustained after the Insured’s effective date of coverage.

“Total Disability” means inability to perform the duties of any gainful occupation for which the Insured is reasonably fit by training, experience and accomplishment.

“Visit” includes each attendance of the Physician to the patient regardless of the type of professional services rendered, whether it might otherwise be termed consultation, treatment or described in some other manner.

“Waiting Period” means the time between the Employee’s date of hire or Enrollment Date and the date the Employee begins participation in the Plan.

“United States” means the United States, the District of Columbia, the Commonwealth of Puerto Rico, the Virgin Islands, Guam and American Samoa.

“Urgent Care” means medical care or treatment where application of the time periods for making non-urgent care decisions could 1) seriously jeopardize the insured’s life, health or ability to regain maximum function or 2) in the opinion of a physician with knowledge of the insured’s medical condition, would subject the insured to severe pain that cannot be adequately managed without the care or treatment. The determination of whether care is Urgent Care is to be made by an individual acting on behalf of the Plan applying the judgment of a prudent layperson who possesses an average knowledge of health and

medicine. The determination can also be made by a physician with knowledge of the insured's medical condition.

“Usual and Customary” means the charge associated with a medical or surgical supply, service, procedure or prescription drug which represents the normal charge level for that procedure in the geographic area of service.

II. ELIGIBILITY AND EFFECTIVE DATE OF INSURANCE:

This Plan covers all Employees and Dependents as defined in the Definition section of this Policy.

A. Eligibility Date for Employees of Newly Enrolled Employer Groups: Employees who are Actively at Work in the regular business of an Employer, who work on average a minimum of 80 hours per month and who receive compensation for their service from the Employer are eligible to participate in the Plan on the Effective Date of the Employer's Plan. Employees must enroll in the Plan prior to the Employer's Effective Date by submitting a properly completed Enrollment card to the Company. Any Eligible Employee who does not enroll prior to the Effective Date of the Employer's Plan is ineligible to enroll in the Plan until the next Open Enrollment period.

B. Eligibility Date for Newly Hired Employees: Newly hired Employees are eligible to participate in this Plan on the first day of the month following the later of:

1. The satisfaction of the Employer's eligibility requirements and Waiting Period; or
2. Their date of hire (if they maintained other health insurance coverage as of their date of hire); or
3. Thirty-one (31) days after their date of hire (if they did not maintain other health insurance coverage as of their date of hire); or
4. The date of submission of a properly completed enrollment card and all necessary application and enrollment materials.

Newly hired Employees must submit a properly completed enrollment card to the Company before coverage can become effective. Any Eligible Employee who does not submit a properly completed enrollment card to the Company within thirty-one (31) days of the satisfaction of the Employer's Waiting Period is ineligible to enroll in the Plan until the next Open Enrollment period and shall be considered a Late Enrollee, or as permitted as a Special Enrollee.

For purposes of this subsection, a newly eligible Employee or a newly promoted Employee (for example, an Employee who enters a class of Employees to whom this Policy is offered) is considered to be a newly hired Employee.

C. Eligibility Date for Dependents: Eligible Dependents may enroll in the Plan at the time of Enrollment of the Eligible Employee. Eligible Dependents must submit a properly completed Enrollment card to the Company. An Eligible Dependent who enrolls at the same time as the Employee is eligible to participate in this Plan on the same day as the

Employee. An Eligible Dependent who does not enroll at the same time as the eligible Employee is ineligible to enroll in the Plan until the next Open Enrollment period or as permitted as a Special Enrollee.

D. Special Enrollees: The following individuals are eligible to enroll in the Plan outside the Open Enrollment Period, provided that a properly completed enrollment card is submitted to the Company within thirty-one (31) days of eligibility. Coverage will become effective on the first day of the first calendar month following the date that the enrollment materials are received by the Company.

1. Employees who declined participation in the Plan when they were first eligible because they maintained other health insurance at that time and have since involuntarily lost the other coverage. If the other coverage is provided under the Consolidated Omnibus Budget Reconciliation Act of 1985 (“COBRA”), the Employee may only enroll after the COBRA coverage has been involuntarily exhausted. If the other coverage was provided under Medicaid or SCHIP, and coverage has been terminated due to a loss of eligibility, coverage through this Plan must be requested within sixty (60) days after the termination.
2. Employees who marry or acquire a Child through birth, adoption, or placement for the purpose of adoption. Coverage for the Employee is effective on the first day of the month following the date of enrollment.
3. Eligible Dependents of Employees Insured under the Plan, when the Eligible Dependent declined participation in the Plan when the Dependent was first eligible because other health insurance was maintained at that time and the Dependent has since involuntarily lost the other coverage. If the other coverage is COBRA coverage, the Dependent may only enroll after the COBRA coverage has been involuntarily exhausted. Coverage for the Dependent is effective on the first day of the month following the date of enrollment. If the other coverage was provided under Medicaid or SCHIP, and coverage has been terminated due to a loss of eligibility, coverage through this Plan must be requested within sixty (60) days after the termination.
4. Eligible Dependents of Insured Employees acquired due to marriage, birth, adoption, or placement for the purpose of adoption, are subject to the following eligibility rules:
 - (a) A Spouse may enroll in the Plan at the time of marriage or when a Child is born, adopted or placed for the purpose of adoption. The Preexisting Condition Limitation applies to Spouses enrolling as Special Enrollees.
 - (b) A newborn Child of an Insured Employee is automatically covered from the moment of birth for a period of thirty-one (31) days, and an adopted Child is automatically covered from the date the Child is placed for the purpose of adoption for a period of thirty-one (31) days. If the payment of a specific premium is required to provide coverage for the newborn or adopted Child, the Insured Employee must enroll the eligible Child and pay all applicable premium within thirty-one (31) days from the date of birth or placement for adoption, in

order for the coverage of a newborn or adopted Child to extend beyond the thirty-one (31) day automatic coverage period.

(c) A newborn Child or newly adopted Child of an uninsured eligible Employee is not automatically covered from the moment of birth or placement for the purpose of adoption. The Child may be enrolled as of the first day of the month following the date of birth or the date of placement for the purpose of adoption if the Child enrolls within thirty-one (31) days of birth and if the eligible Employee enrolls at the same time. The Preexisting Condition Limitation applies to the newborn Child, the Child placed for the purpose of adoption, and the eligible Employee.

5. Eligible Employees or Dependents who are not enrolled in this Plan may enroll upon becoming eligible for a premium assistance subsidy under Medicaid or SCHIP. The Employee or Dependent must request enrollment within sixty (60) days after eligibility for the subsidy is determined.

E. **Maintenance of Eligibility:** Active Employees are eligible to participate in the Plan as long as they are Actively at Work in the regular business of an Employer and they work an average of at least 80 hours per month while receiving compensation for such service from the Employer. Eligibility may also be maintained if the Employee is on paid leave status of not more than six (6) months and if he worked an average of 80 hours per month during the two (2) months immediately preceding the date he was placed on paid leave status.

III. TERMINATION OF INSURANCE BENEFITS:

A. **TERMINATION OF EMPLOYER'S COVERAGE:** An Employer's Policy will terminate on the earliest of the following dates:

1. The first day of the month immediately following the month in which the Employer ceases participation or loses eligibility in the Western Petroleum Marketers Association.
2. The first day of the month immediately following the month in which the Employer:
 - (a) Ceases to be an Employer;
 - (b) Discontinues or suspends active business operations;
 - (c) Is placed in a Chapter 7 bankruptcy proceeding; or
 - (d) Loses its status as a business entity by means of dissolution, acquisition or merger.
3. The first day of the month immediately following the month in which the Employer fails to pay premium. Reinstatement of coverage for a terminated insurance group may be allowed provided that all requirements of the Company have been met. All premiums are due on the first day of each calendar month and shall be considered delinquent on or before the 10th day of the month that such premiums are due.

4. The first day of the month immediately following the month in which the Employer submits a written request to terminate the Employer's Policy.
 5. The first day of the month immediately following the date of mailing by the Company of a Notice of Termination of Insurance Coverage for Cause. Cause is defined as:
 - (a) Submission by the Employer to the Company of any application containing false, misleading or fraudulent information of a material nature about the Employer's eligibility; or
 - (b) Submission by the Employer or with knowledge of the Employer, or any claim containing false, misleading, or fraudulent information of a material nature.
 6. The Company may terminate the Plan if the number of Employees Insured with the Company is less than 75% of the number of Employees eligible for insurance hereunder. If there are fewer than 11 Employees eligible for insurance with the Company, the Company requires 100% participation.
 7. The Company may terminate this Plan for failure to meet participation requirements on any premium due date by giving written notice to the Policyholder at least thirty-one (31) days in advance.
- B. TERMINATION OF EMPLOYEE'S COVERAGE:** An Employee's coverage will terminate on the earliest of the following dates:
1. The last day of the month in which the Employee leaves the employ of the participating Employer.
 2. The date the Employee ceases to be an eligible Employee as that term is defined in this Plan.
 3. The date of termination of the Employer's Policy for any reason.
 4. The date the Employee becomes eligible for Medicare and is eligible to obtain a Medicare Supplement Plan. Exception: Employees who are eligible for Medicare and who are Actively at Work for an Employer that employed at least twenty (20) full-time and part-time employees during the preceding calendar are entitled to continue their insurance under this Policy. This exception is only valid as long as the Employer continues to have at least (20) full-time and part-time employees.
 5. An Employee's insurance under this Plan may be immediately terminated if the Employee has performed an act or practice that constitutes fraud, or has made a material misrepresentation of material fact under the terms of the coverage. In addition, any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to civil fines and criminal penalties.

C. TERMINATION OF DEPENDENT COVERAGE: The Dependent's coverage shall automatically terminate on the earliest of the following dates:

1. The date the covered Dependent ceases to be an eligible Dependent as that term is defined in this Policy.
2. The date the Employee's coverage under the Plan terminates.
3. The date of termination of the Employer's Policy for any reason.
4. The date of expiration of the period for which the last premium is paid for the Dependent's Coverage.
5. The date the Dependent becomes eligible for Medicare and is eligible to obtain a Medicare Supplement Plan. Exception: Dependents who are eligible for Medicare and who are insured through an Employee who is Actively at Work for an Employer that employed at least twenty (20) full-time and part-time employees during the preceding calendar are entitled to continue their insurance under this Policy. This exception is only valid as long as the Employee's Employer continues to have at least (20) full-time and part-time employees.
6. A Dependent's insurance under this Plan may be immediately terminated if the Dependent has performed an act or practice that constitutes fraud, or has made a material misrepresentation of material fact under the terms of the coverage. In addition, any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to civil fines and criminal penalties.

D. EXCEPTIONS TO THE TERMINATION OF DEPENDENT COVERAGE PROVISIONS:

1. In the event of the Employee's death, the coverage with respect to each of the Employee's covered Dependents will continue in force until the last day of the month for which the premium was paid.
2. If an Employee's covered Dependent is incapable of self-support because of mental retardation or physical handicap on the date his coverage would otherwise terminate on account of age and within thirty-one (31) days of that date the Employee submits to the Company satisfactory proof of his incapacity, his medical Benefits will be continued during the period of his incapacity. The Company may subsequently require proof of his incapacity as specified in the Plan. This extension will continue until the earliest of (1) the date he ceases to be incapacitated, or (2) the thirty-first (31st) day after the Company requests additional proof of his incapacity, if the Employee fails to furnish such proof, or (3) the last day in which premiums have been paid.

IV. COVERED SERVICES: This Policy provides the following benefits as set forth in the Schedule of Benefits.

A. **INPATIENT FACILITY SERVICES:** The Medical Necessity and appropriateness of the length of stay of all Inpatient facility confinements must be Pre-Certified, however, Pre-certification is **not** required for Urgent Care, although it is recommended. Once the care is no longer Urgent Care, Pre-certification requirements will apply. The company that must be contacted for Pre-certification before all non-Emergency Inpatient facility admissions is shown on the insurance card. Emergency admissions must be reported within twenty-four (24) hours of the admission, or as soon as reasonably possible. Failure to comply will reduce all Benefits for the Inpatient facility confinement by 10%. **Pre-certification of Medical Necessity does not guarantee payment or determine Benefit eligibility.** If an Insured receives an adverse Pre-certification determination, in which Benefits are denied in whole or in part, he may contact the Company to request a review, which will be conducted in accordance with the provisions as established by applicable law.

1. Inpatient Hospital Daily Rate (other than Intensive Care Unit). The Plan covers the daily Hospital room rate to the extent that the charge does not exceed the Hospital's most common charge for its standard Semi-Private room Accommodations. The Plan limits Hospital stays to a maximum duration of 365 days per Disability.
2. Inpatient Hospital Services. The Plan covers all necessary Hospital supplies and Services, for 365 days per Disability. Room Charges are covered as a separate benefit.
3. Inpatient Hospital Intensive Care Unit. Covered Expenses that are incurred at a Hospital Intensive Care Unit are covered up to a maximum of 180 days per Disability.
4. Inpatient Severe Mental Illness and Mental Illness Care. Eligible expenses are covered as set forth in the Schedule of Benefits. Care must be rendered in a Mental Health Care Facility as defined in the Policy in order to be eligible for Benefits. Treatment rendered in a Mental Health Care Facility must also meet all other criteria for eligibility subject to all other terms and provisions of the Policy in order for Benefits to be provided.
5. Inpatient Extended Care Facility/Rehabilitation Care Facility. The amount of Covered Expenses for the daily room charge incurred at an Extended Care Facility/Rehabilitation Care Facility is limited to the most common daily charge for a Semi-Private room charged by the Extended Care Facility/Rehabilitation Care Facility. All other Covered Expenses incurred will be paid in accordance with the Policy guidelines. The Extended Care Facility/Rehabilitation Care Facility benefit is limited to a maximum of 60 days in any one Calendar Year. Custodial Care is not considered Extended Care/Rehabilitation Care and is ineligible for Benefits.
6. Inpatient Alcohol or Substance Abuse Treatment. Alcohol and Substance Abuse treatment is paid as set forth in the Schedule of Benefits. Treatment must be rendered in an Alcohol/Substance Abuse Dependency Treatment Center as defined in the Policy and must also meet all other criteria for eligibility subject to all other terms and provisions of the Policy in order for Benefits to be provided.

- B. OUTPATIENT HOSPITAL TREATMENT:** Services, supplies and treatment for outpatient intravenous therapy, chemotherapy, and radiation therapy are payable at the same Benefit level as Inpatient Hospital charges.
- C. OUTPATIENT SEVERE MENTAL ILLNESS AND MENTAL ILLNESS CARE:** Outpatient services are covered as set forth in the Schedule of Benefits. Care must be rendered by a Mental Health Care Practitioner or in a Mental Health Care Facility as defined in the Policy in order to be eligible for Benefits. Treatment rendered by a Mental Health Care Practitioner or in a Mental Health Care Facility must also meet all other criteria for eligibility subject to all other terms and provisions of the Policy in order for Benefits to be provided. Treatment not otherwise excluded under this policy, that is within the authorized scope of practice of a licensed marriage and family therapist or social worker, is also covered.
- D. GENERAL SURGICAL SERVICES (other than organ transplants, implants, and joint implants):** The Plan covers surgical procedures performed by the primary surgeon as set forth in the Schedule of Benefits.
1. The Plan covers one surgical assistant per surgery if Medically Necessary. Payment for assistant surgeon charges is limited to 20% of the amount allowable under the primary surgeon's charges.
 2. Multiple or Bilateral Surgical Procedures. When multiple or bilateral surgical procedures that add significant time or complexity to patient care are performed at the same operative session and through the same incision, the available Benefits shall be the value of the major procedure plus 50% of the value of the lesser procedure(s). When multiple procedures are performed through separate incisions or in separate sites, the available Benefit shall be the value of the major procedure plus 75% of the value of the lesser procedure(s). Incidental procedures, such as an incidental appendectomy, incidental scar excision, puncture of ovarian cysts, and simple lysis of adhesions are covered under the principal amount payable and no additional Benefit is available.
 3. The Plan also covers one co-surgeon for each surgery. The services must be Medically Necessary. The co-surgeon must also be licensed under a different specialty than the primary surgeon. The total allowable amount is limited to 125% of the primary surgeon's allowance. That amount will be split equally between the primary surgeon and the co-surgeon.
 4. Limitations:
 - (a) Surgery for revision or reversal of a surgical procedure which was performed prior to the Effective Date is not covered until the Insured Employee and the Insured Dependent(s) have been enrolled on the Plan for twelve (12) consecutive months. This limitation applies whether such services are due to Illness or Injury but will be reduced in accordance with the Creditable Coverage provisions of this Policy.
- E. MEDICAL SERVICES:**

1. Physician Consultations:

- (a) The Plan covers Hospital Physician Visits if the Employee or Dependent is confined in a Hospital. This Benefit ceases on the day that a surgical procedure takes place.
- (b) Consultations requested by the attending Physician are covered. One consultation is allowed per specialist per Disability.
- (c) Limitations. There is a limit of one Physician or Provider Visit per day and Benefits expire after 365 days of Hospital confinement per Disability.

(d) Concurrent Physician Services:

- (i) A patient who has been Hospitalized for a surgical procedure and who receives Hospital medical care from a Physician other than the surgeon for a condition not related to the surgical service received, is entitled to both the Hospital Physician care Benefit and the Benefit for the surgical service.
- (ii) A patient who is admitted to the Hospital for a medical condition and is then transferred to the Hospital's surgical service for the same condition but under the care of another Physician, is entitled to Hospital Physician care only from the date of admission to the date of transfer to the surgical service. Thereafter, the patient is only entitled to the surgical Benefit for surgical services unless the surgery performed is diagnostic, a myelogram, or an endoscopic procedure.
- (iii) In the event the patient receives concurrent Hospital care from more than one Physician during the same admission (whether or not it is for the same condition), the patient is entitled to Benefits for services of only the attending Physician. If the Company determines that due to the medical complexity of the patient's condition the services of more than one Physician were required, the services provided by the additional Physician will be covered.

- 2. The Plan covers mammograms as set forth in the Schedule of Benefits. It is not necessary to pre-certify such services.
- 3. Back and spine treatments, including modalities, are covered as set forth in the Schedule of Benefits.
- 4. The Plan covers routine immunizations not associated with foreign travel as set forth in the Schedule of Benefits. The Plan also covers one pneumonia immunization per lifetime.
- 5. The Plan covers Routine Physical Examinations and check-ups as outlined in the Schedule of Benefits.

F. **HOSPICE CARE:** All services provided by a Hospice if: (a) the charge is incurred by an Insured person diagnosed by a doctor as terminally ill with a prognosis of six

months or less to live; and (b) the Hospice provides a plan of care which: (i) is prescribed by the doctor; (ii) is reviewed and approved by the doctor monthly; (iii) is not for any curative treatment; (iv) states the belief of the doctor and the Hospice that the Hospice care will cost less in total than any comparable alternative to Hospice care; and (v) is furnished to the Company.

Hospice Care includes: (a) services and supplies furnished by a Home Health agency or licensed Hospice, including Custodial Care; (b) confinement in a Hospice as long as charges do not exceed 150% of the average Semi-Private room daily rate in short term Hospitals in the area in which the Hospice is located; and (c) palliative and supportive medical and nursing services.

G. ORGAN TRANSPLANTS AND JOINT IMPLANTS:

1. Benefit: Organ Transplants and Joint Implants are covered as set forth in the Schedule of Benefits. All such services must be pre-authorized by the Company in writing. All transplants or implants may require a second opinion (and a third opinion), if deemed necessary by the Company. If the required opinion(s) are not obtained, all Hospital payments will be reduced by 10%. The following organs and body parts are eligible for transplant or implant:

- (a) Category I - Heart, arteries, veins, intra-ocular lenses, corneas, kidneys, skin, tissues, and all joints of the body.
- (b) Category II – (i) Heart/lung combined; (ii) liver; (iii) lung (single or double); (iv) pancreas; and (v) bone marrow, stem cell rescue, stem cell recovery, any and all other procedures involving bone marrow or bone marrow components as an adjunct to high dose chemotherapy, including services related to any evaluation, treatment or therapy involving the use of myeloablative chemotherapy with autologous hematopoietic stem cell and/or colony stimulating factor support (MC-AHSC/CSF).

For the purpose of Category II benefits, the following terms are defined as follows: (i) “Myeloablative Chemotherapy” means a dose of chemotherapy which is expected to destroy the bone marrow; (ii) “Autologous Hematopoietic Stem Cell” means an infusion of primitive cells capable of replication and differentiation into mature blood cells which are harvested from the Insured’s blood stream or bone marrow prior to the administration of the myeloablative chemotherapy; (iii) “Colony Stimulating Factor” means a substance which increases the reproduction, differentiation, and maturation of blood cellular components.

All organs for Category I and Category II transplants must be natural body organs. No Benefits are available for any artificial organs or any mechanical-electronic organs of any type other than intra-ocular lens implants and artificial joint implants.

2. Organs and body parts not specifically listed in Category I and Category II, including but not limited to, intestines are ineligible for transplant or implant Benefits.

- H. **DIAGNOSTIC LABORATORY TESTS AND X-RAY EXAMINATIONS:** If, as a result of Accidental Bodily Injury or Illness, the Insured requires any laboratory tests, x-ray examinations, pathological services, or machine diagnostic tests done solely for diagnostic purposes and authorized by the attending Physician and surgeon, expenses incurred for such procedures will be paid as set forth in the Schedule of Benefits.
- I. **ANESTHESIA SERVICES:** The Plan covers anesthesia service to achieve general or regional (but not local) anesthesia at the request of the attending Physician and performed by a Physician other than the operating Physician or the assistant. Services of a nurse anesthetist who is not employed by the Hospital and who charges for services provided are also covered if no Hospital employee or Physician-anesthesiologist is available.
- J. **MATERNITY SERVICES:** Maternity expenses are paid as any other illness. In no circumstance will maternity Benefits be restricted for any Hospital length of stay in connection with childbirth for the mother or newborn Child to less than 48 hours following a normal vaginal delivery or less than 96 hours following a cesarean section. It is not necessary for a Provider to obtain authorization from the Company for a length of stay within these time limitations. Prenatal ultrasounds are limited to two (2) routine ultrasounds per pregnancy unless more than two ultrasounds are deemed Medically Necessary by the Physician due to a condition of risk to the mother or Child. Although not required, it is recommended that the expectant mother call the Pre-certification company during the first trimester so that a review for a possible high risk pregnancy can be performed.
- K. **ALCOHOL AND SUBSTANCE ABUSE:** Benefits for alcohol and substance abuse are paid as outlined in the Schedule of Benefits.
- L. **OFFICE VISITS:** Medically Necessary office Visits are Covered as set forth in the Schedule of Benefits.
- M. **GENERAL COVERED SERVICES AND SUPPLIES:** Except as otherwise limited by this Policy, the following services and supplies are covered as set forth in the Schedule of Benefits:
1. Oxygen and equipment for its administration. Equipment that meets the definition of Durable Medical Equipment will be paid in accordance with the Durable Medical Equipment benefit.
 2. Ambulance Services. Ambulance services must be reasonably necessary to treat an Accident or Illness and must be to the closest Hospital providing the level of care needed.
 3. Blood transfusions, including the cost of blood and blood plasma.
 4. Physical therapy rendered by a qualified licensed professional physical therapist. Physical therapy must be prescribed by a Physician or a Physician's assistant as to type and duration. Physical therapy administered to the back and spine is only covered under the provision for back and spine manipulations and modalities.

5. Orthopedic braces. Orthopedic shoes and related supportive or corrective devices are ineligible for benefits.
6. Rental (up to the purchase price) or the purchase of Durable Medical Equipment. For the purpose of this Benefit, the term Durable Medical Equipment includes wheelchairs, Hospital beds, home monitoring equipment, and similar mechanical equipment. There is no allowance for maintenance of any items purchased under this section.
7. Prosthetics for artificial limbs or eyes lost while the Insured was covered under this Policy. Only the initial prosthesis is eligible for payment.
8. Home nursing care by a registered nurse (RN) or licensed practical nurse (LPN) for a period not to exceed ninety (90) Visits in any one Calendar Year. Home nursing care is only covered when the care is required in lieu of Hospital confinement and:
 - (a) The care is for home Visits rendered outside a Hospital;
 - (b) The care is ordered by the attending Physician;
 - (c) The care requires the technical proficiency and scientific skills of an RN or LPN; and
 - (d) The RN or LPN is not a member of the Employee's immediate family or does not ordinarily reside in the Employee's home.
9. The Plan covers reconstructive breast surgery resulting from a mastectomy. The Plan covers all stages of one reconstructive breast surgery on the nondiseased breast to establish symmetry with the diseased breast after definitive reconstructive breast surgery on the diseased breast has been performed

“Mastectomy” means the Medically Necessary surgical removal of all or part of a breast.

“Reconstructive breast surgery” means surgery performed as a result of a mastectomy to establish symmetry between the breasts. The term includes augmentation mammoplasty, reduction mammoplasty, and mastopexy.

Benefits for reconstructive breast surgery include, but are not limited to, the costs of prostheses and physical complications of a mastectomy, including lymphedemas, and benefits for outpatient chemotherapy following surgical procedures.
10. Circumcisions are covered as set forth in the Schedule of Benefits.
11. Cardiac rehabilitation therapy including the use of common exercise equipment while under a Physician’s care in a covered facility. This Benefit is limited to a Maximum of \$500 per occurrence. Cardiac rehabilitation therapy must be rendered within 90 days following cardiac Illness or surgery.

12. The first lens per eye purchased in conjunction with cataract surgery.
13. Expenses related to diagnosis, monitoring, treatment, control and education for self-management of diabetes are covered as set forth in the Schedule of Benefits. Such expenses include education and medical nutrition therapy, medicines, equipment, supplies and appliances that are Medically Necessary for the treatment of diabetes. Equipment that meets the definition of Durable Medical Equipment will be paid under the Durable Medical Equipment Benefit.
14. Prompt repair performed by a Dentist to the extent such services are Medically Necessary by reason of Accidental damage to or loss of sound natural teeth due to Accidental Injury; or for osteotomies, tumors, or cysts. For purposes of this benefit, the term Accidental damage does not include damage resulting from chewing. Repair must be performed within one (1) year of Accidental Injury.
15. Drugs and medicines that require a Prescription Order and that are prescribed for the condition(s) for which they are approved for use by the Food and Drug Administration ("FDA"). Coverage includes that for any type of prescribed drug or device for contraception and for any type of prescribed hormone replacement therapy. Expenses and Prescription Drugs purchased through the Prescription Drug Card Plan do not apply to the Major Medical Deductible or the Out-of-Pocket yearly Maximum. Prescription Drugs not purchased through the Prescription Drug Card Plan will be paid as set forth in the Schedule of Benefits upon submission to the Company. Mail order drugs are only covered if purchased through the Prescription Drug Card Plan. Generic Prescription Drugs must be used whenever a generic equivalent is available. If a brand name drug is purchased instead of the generic equivalent, the Insured is responsible for the price difference. In accordance with the Policy provisions for determining medical necessity, some Prescription drugs are subject to maximum dispensing limitations at either a retail pharmacy or through the mail order program. These limits are based on clinically approved prescribing guidelines and are regularly reviewed to ensure medical necessity and appropriateness of care. Prescription drugs that exceed the manufacturer's recommended dosage or the dosage established by the FDA are not covered.

Drugs and medicines that require a Prescription Order that have not been approved for use by the FDA for the specific condition for which they are being prescribed, but have been approved for use by the FDA for another condition, are eligible for Benefits if it is determined that they have been recognized as medically appropriate and effective for the treatment of the specific condition for which they are being prescribed in one or more of the following medical reference publications: the American Medical Association Drug Evaluations; the American Hospital Formulary Services Drug Information; and Drug Information for the Health Care Provider. Medical appropriateness may also be established through major peer-reviewed medical literature. Medical literature must meet the following requirements to be acceptable: a) at least two articles from major peer-reviewed professional medical journals have recognized, based on scientific or medical criteria, the drug's safety and effectiveness for treatment of the indication for which the drug has been prescribed; b) no article from a major peer-reviewed professional medical journal has concluded, based on scientific or medical criteria,

that the drug is unsafe or ineffective or that the drug's safety and effectiveness cannot be determined for the treatment of the indication for which the drug has been prescribed; and c) the literature meets the uniform requirements for manuscripts subjected to biomedical journals established by the international committee of medical journal editors or is published in a journal specified by the United States Department of Health and Human Services as acceptable medical peer-reviewed medical literature.

16. Pulmonary rehabilitation therapy while under a Physician's care in a formal rehabilitation program at an accredited facility pursuant to a Physician's prescription. This benefit is limited to a maximum of \$500 per occurrence and must be within ninety (90) days following the diagnosis of pulmonary illness or surgery.
17. Expenses for the treatment of sleep apnea and sleep studies are covered as set forth in the Schedule of Benefits. Treatment to diagnose and to correct snoring is not covered.
18. Expenses for epidural injections for back pain are limited to three (3) per month, and no more than six (6) per calendar year.
19. Prescription vitamins (including prenatal and pediatric vitamins), in single or in combination form; prescription calcium supplements; and prescription hematinics. Coverage is available for injectable and non-injectable forms. Benefits will be paid in accordance with the Prescription Drug Card Plan.

N. SUPPLEMENTAL ACCIDENT BENEFIT: Available only on the \$150 and \$300 Deductible Plan(s):

If the Insured Employee or Dependent incurs Covered Expenses while Insured hereunder as the result of an Accidental Bodily Injury, the Plan will pay the amount of Covered Expenses (up to a Maximum of \$300 per Accident) which are directly related to the Accident. In order for this Supplemental Accident Benefit to be available, Services for an Accident must be incurred within a period of ninety (90) days from the date of the Accident and the Insured must have sought treatment within forty-eight (48) hours of the Accident. This Benefit is available without regard to whether the Insured has satisfied the applicable annual Deductible.

V. GENERAL LIMITATIONS AND EXCLUSIONS APPLICABLE TO ALL BENEFITS:

There are no Benefits available under this Policy for the following:

1. Expenses for care or services provided before the Insured's Effective Date or after the termination of the Insured's coverage.
2. Expenses covered by: any workers' compensation law; employers' liability law (or legislation of similar purpose); occupational disease law; or for Injury arising out of, or in the course of, employment for compensation, wages, or profit. This exclusion

does not apply to an Owner who has elected the optional 24-hour coverage and has paid the applicable premium.

3. Autopsy procedures.
4. Expenses covered by programs created by the laws of the United States, any state, or any political subdivision of a state.
5. Expenses for any loss to which the contributing cause was the Insured's commission of, or attempt to commit, a felony or to which a contributing cause was the Insured's being engaged in an illegal occupation.
6. Expenses for: (1) any losses resulting directly or indirectly, in whole or in part, from the Insured operating any motorized vehicle, including watercraft, while exceeding the legal limit of intoxication; or (2) for any losses resulting directly or indirectly, in whole or in part, from the Insured or Dependent being under the influence of any narcotic unless administered on the advice of a Physician.
7. Care or treatment of an Accident, Illness or Injury caused by, or arising out of the following: riot; war; an act of war while in military, naval, or air services of any country at war; declared or undeclared war; armed aggression; or acts of aggression committed by the person entitled to Benefits.
8. Examinations, reports, or appearances that are in connection with legal proceedings. This exclusion also applies to services, supplies, or accommodations provided pursuant to a court order, whether or not Illness or Injury is involved.
9. Experimental or Investigational Treatments or Procedures. This exclusion also applies to services, supplies, or accommodations provided in connection with the same.
10. Expenses in connection with transplants (except as specifically set forth in this Policy). This exclusion applies whether the Insured is the donor or recipient.
11. Expenses for care, treatment or operations which are performed primarily for Cosmetic purposes. This exclusion does not apply when expenses are incurred as a result of an Injury provided that the expenses are incurred within one (1) year of the date of Injury, and for reconstructive surgery following a mastectomy. The Preexisting Condition limitation applies to the exception to this general exclusion.
12. Expenses for treatment of obesity or for weight reduction. This exclusion includes, but is not limited to: stomach stapling; gastric bypass; balloon implant; similar surgical procedure; and Prescription Drugs for the purpose of weight loss or weight control.
13. Expenses in connection with reversal of a gastric or intestinal bypass; balloon implant; gastric stapling; or other similar surgical procedure.
14. Expenses for treatment or services rendered in connection with removal of contraception devices; artificial insemination; in vitro fertilization; all procedures to

preserve sperm & ova; Prescription Drugs to induce fertility; gamete intrafallopian transfer (“GIFT”); and any other procedures designed to help or treat infertility.

15. Expenses that are in connection with genetic studies, genetic testing, or genetic counseling.
16. Expenses for care or treatment of Severe Mental Illness or Mental Illness unless and until there exists a confirmed diagnosis of the Severe Mental Illness or Mental Illness. The diagnosis of Severe Mental Illness or Mental Illness must be made pursuant to a personal examination of the patient by a Provider duly licensed to make such diagnosis.
17. Expenses that are in excess of the Usual and Customary amount that is accepted as payment for the same service within a geographic area.
18. Expenses for care of elective surgery; complications of elective surgery; or treatment that is not Medically Necessary.
19. Expenses for modification of behavior; milieu therapy; religious maladjustment; social maladjustment; biofeedback; or sensitivity training.
20. Expenses for Occupational Therapy.
21. Expenses for electrosleep therapy or electronarcosis.
22. Expenses for care or treatment of psychosexual identity disorder; sexual transformation; transsexualism; or psychosexual dysfunction.
23. Expenses for care or treatment of learning disability; developmental disorder; mental retardation; chronic organic brain syndrome; personality disorder; or for treatment or care of psychiatric or psychological conditions for which reasonable improvement cannot be expected. This exclusion does not apply to services required to diagnose any of the above.
24. Expenses for alleviation of chronic intractable pain by a pain control center or under a pain control program to the extent those expenses exceed Usual and Customary expenses for Semi-Private room accommodations and that is in excess of either one (1) hour psychotherapy per day or ninety minutes of group therapy per day.
25. Expenses for penile prosthesis; penile implant; any device that restores sexual function (such as a pump); prescription drugs for or related to sexual dysfunction; reversal of surgically performed sterilization; or re-sterilization.
26. Expenses for rest cures.
27. Expenses in connection with institutional care which (as determined by the Company) is for the primary purpose of controlling or changing the environment of the Insured.

28. Expenses for Custodial Care of a physically or mentally disabled person where the care does not specifically reduce the Disability so that the person can live outside a medical care facility or nursing home.
29. Expenses in connection with Inpatient charges for a Residential Care Facility/Institution are not covered. Expenses that would otherwise be eligible for Benefits if not provided in this type of facility will be considered for Benefits on an outpatient basis, subject to all other Policy provisions, if billed separately from the facility charges.
30. Expenses for facility charges at an Ambulatory Service Facility or a Hospital when the facility is not approved by the Joint Commission on Accreditation of Hospitals (“JCAH”).
31. Expenses for services incurred for intentional self-destruction or self-Injury or any attempt at self-destruction, unless the Injury resulted from an act of domestic violence or a medical condition (including both physical and mental health conditions).
32. Expenses for which the Insured or the Insured person or his guardian is not legally obligated to pay.
33. Expenses for any services or products unless the services or products were:
 - (a) Medically Necessary; and
 - (b) Prescribed by a Physician or Practitioner acting within the scope of their license.
34. Expenses for training, educating, or counseling a patient. This exclusion does not apply when such services are incidentally provided (without a separate expense) in connection with other Covered Services or when such services are Medically Necessary and are specifically prescribed by a Physician with a Prescription Order.
35. Expenses for a private school; public school; or halfway house.
36. Expenses associated with speech therapy. This exclusion does not apply when such services are required to restore to function speech loss or impediments due to Illness or Injury provided that the expenses are incurred within one (1) year of the onset of the Illness or the date of Injury. The Preexisting Condition limitation applies to the exception to this general exclusion.
37. Expenses for transportation (except for Medically Necessary ambulance services). This exclusion includes, but is not limited to the following:
 - (a) Ambulance services when the Insured could be safely transported by means other than ambulance;
 - (b) Air ambulance services when the Insured could be safely transported by ground ambulance or by means other than ambulance; and

- (c) Ambulance services beyond transportation to the nearest facility expected to have appropriate services for the treatment of the Injury or Illness involved.
- 38. Expenses incurred for diagnostic purposes that are not related to an Injury or Illness except as specifically provided for by the terms of the Plan or in the Schedule of Benefits.
- 39. Expenses for (i) Routine Physical Examinations for Insureds which exceed guidelines set forth in this Policy and Schedule of Benefits; (ii) x-ray or laboratory procedures when there are no symptoms of Illness or Injury; or (iii) mental examinations or psychological tests when there are no symptoms of Mental Illness.
- 40. Expenses for preventative medical care (except as specifically set forth in the Schedule of Benefits).
- 41. Expenses for appointments scheduled and not kept.
- 42. Expenses for telephone consultations, whether initiated by the Insured or the Provider.
- 43. Expenses for the care and treatment of: teeth; gums; alveolar process; dentures; dental appliances; or supplies used in such care and treatment, except as specifically provided for by the terms of the Plan or in the Schedule of Benefits. Such expenses may be considered for Benefits under the Dental Policy if Dental coverage has been selected and premiums have been paid.
- 44. Expenses in connection with Medically Necessary treatment of temporomandibular joint syndrome ("TMJ") except as specifically provided in the Schedule of Benefits.
- 45. Expenses for services incurred for the drainage of an intraoral alveolar abscess.
- 46. Expenses for Charges Incurred with respect to the eye for diagnostic procedures (including, but not limited to: eye refraction; the fitting of eye glasses or contact lenses; and orthoptic evaluation or training). This exclusion does not apply to lens implants (either donor or artificial) for cataracts, or when required as part of an examination to diagnose an Illness or Injury (other than refractive errors of vision). Such expenses may be considered for Benefits under the Vision Policy if this coverage has been selected and premiums have been paid.
- 47. Expenses for surgery on the eye to improve refraction and treatments for refractive errors of vision. This exclusion includes, but is not limited to: radial keratotomy; orthokeratology; corneal carving; corneal slicing; and LASIK.
- 48. Expenses for hearing examinations; hearing aids; or the fitting of hearing aids; cochlear implants; or any devices used to aid or enable hearing. This exclusion does not apply when such services are required as part of an examination to diagnose an Illness or Injury.
- 49. Expenses for:

- (a) Treatment of flat feet; fallen arches; weak or strained feet; instability; or imbalance of the foot; (this exclusion **does not apply** to Medically Necessary surgery that is performed to correct these conditions).
 - (b) Casting for and fitting of supportive devices (including orthotics).
 - (c) Treatment (including cutting or removal by any method) of toenails (other than the removal of the nail matrix or root), corns, or calluses.
50. Expenses for corrective shoes (unless they are an integral part of a lower body brace) or for special shoe accessories.
51. Expenses for Services provided by an immediate relative of the Insured or by an individual who customarily lives in the same household with the Insured.
52. Expenses for acupuncture, acupressure or radioallergosorbent testing (“RAST”).
53. Expenses for preventative medication, non-prescription vitamins, mineral and nutrient supplements, fluoride supplements, food supplements, sports therapy equipment, and the services and applications of such. Notwithstanding the foregoing exclusion, the Policy will provide Benefits up to an annual maximum amount of \$2,500 for special food products which are prescribed or ordered by a Physician as Medically Necessary treatment for a person with inherited metabolic diseases characterized by deficient metabolism, or malabsorption originating from congenital defects or defects arising shortly after birth, of amino acid, organic acid, carbohydrate or fat.
54. Expenses for anabolic steroids; weight-reduction drugs; growth hormones; non-prescription hematinics; infertility medications; Minoxidil; smoking deterrents; experimental drugs; non-legend drugs; anti-wrinkle agents; and Tretinoin, all dosage forms (for example, Retin A) for Insureds over twenty-five (25) years of age.
55. Expenses for circumcisions not performed within thirty (30) days of birth or adoption.
56. Expenses related to or caused by infertility and impotence, including prescription drugs.
57. Care or treatment of marital or family problems; behavior disorder, chronic situational reactions, or social, occupational, religious, or other social maladjustment, including drugs for same.
58. Expenses for massage therapy.
59. Expenses for an elective abortion, including any medications/Prescription Drugs that are for the purpose of inducing abortion. An “elective abortion” means an abortion for any reason other than to preserve the life of the female upon whom the abortion is performed.

60. Expenses that are incurred as the result of the Insured or any insured person committing a fraudulent insurance act.
61. Care rendered outside of the United States, except Urgent Care or Emergency care.
62. Drugs and medicines that are available over the counter, or do not require a Prescription Drug Order.
63. Expenses resulting from clearly identifiable and preventable medical errors that result in death, loss of a body part, or a serious disability. Such errors include, but are not limited to, surgery on the wrong body part, the incorrect surgical procedure being performed, retention of a foreign object in a patient after a surgical procedure, medication errors, administration of the incorrect blood type, and hospital-acquired bedsores.

VI. PREEXISTING CONDITION LIMITATION: During the twelve (12) months following the Enrollment Date (eighteen (18) months for Late Enrollees), no Benefits will be provided under this Policy for Preexisting Conditions as defined in this Policy. The twelve month Preexisting Condition Limitation (eighteen (18) months for Late Enrollees) will, however, be reduced by the number of days of Creditable Coverage, as defined in this Policy, calculated as of the Enrollment Date of the Insured. In order to receive credit for prior coverage, the Insured must provide the Company with appropriate certificates of prior coverage and such other evidence of coverage as may be required by the Company.

VII. COVERAGE DURING DISABILITY, EXTENSION OF BENEFITS, COBRA AND USERRA:

A. Coverage During Periods of Disability:

The Company must be notified in writing within thirty (30) days of the date of Disability for this provision to apply.

1. Disability related expenses: In the event the group Policy terminates for any reason while Benefits are being paid and it is established that:
 - (a) The Insured or Dependent(s) was Totally Disabled when such insurance terminated; and
 - (b) Expenses were Incurred in connection with the Accident or Illness causing such Total Disability; and
 - (c) The total Maximum Amount of Benefits have not been paid,

Benefits with respect to expenses incurred in connection with the Injury or Illness causing such Disability will be continued during such Total Disability until the earliest of: (i) twelve (12) months from the date on which insurance terminated; (ii) until the total maximum amount of Benefits has been paid; (iii) the Employee or Dependent(s) ceases to be Totally Disabled; (iv) the Disabled person becomes insured or covered under any other group medical benefit or service plan or self-funded plan, including the Conversion Plan of this Company.

2. Non-Disability related expenses: Coverage for an Insured Employee and his Dependents under this section shall continue during such time as the Insured Employee or Dependent is on leave without pay as a result of a Total Disability. The coverage shall be identical to the coverage in existence prior to such Disability, except insofar as it shall exclude any Injury or Illness related to the Total Disability which is covered as set forth in this Policy. The coverage shall continue until the earliest of the following dates:

- (a) The employment of the Employee is terminated;
- (b) The Employee or Dependent obtains another policy of health insurance;
- (c) The group Policy of insurance is terminated; or
- (d) The expiration of a period of twelve (12) months.

B. Extension of Benefits:

1. If the Employer employs fewer than 20 Employees, the Employee may elect to continue identical coverage under the Policy, excluding coverage provided for vision or dental care, for a period not to exceed eighteen (18) months, if:

- (a) The Employee's employment is terminated for any reason other than gross misconduct; or
- (b) The number of the Employee's working hours is reduced so that he ceases to be eligible for coverage.

An Employee who voluntarily leaves his employment or who has not been covered under any group Policy of the Employer for at least 12 consecutive months before the termination of his coverage is not eligible to continue coverage pursuant to this section.

2. Coverage under this Extension of Benefits section shall terminate if:

- (a) The Employer discontinues group health insurance for his Employees;
- (b) The Employee fails to pay the required premiums;
- (c) The Employee becomes covered under any other policy of group health insurance; or
- (d) The Employee qualifies for Medicare.

3. The Spouse or Dependent Child of an Employee whose Employer employs fewer than 20 Employees is entitled to elect to continue coverage, excluding coverage provided for vision or dental care, for a period not to exceed thirty-six (36) months, if:

- (a) The Employee's employment is terminated for any reason other than gross misconduct or the number of his working hours is reduced so that he ceases to be eligible for coverage;
- (b) The Employee dies;
- (c) The Employee and his Spouse are divorced or legally separated;
- (d) The Dependent Child ceases to be eligible for coverage under the terms of the Policy; or
- (e) The Spouse ceases to be eligible for coverage after becoming eligible for Medicare.

The Spouse or Dependent Child of an Employee who voluntarily leaves employment or who has not been covered under any group Policy of the Employer for at least 12 consecutive months before the termination of coverage is not eligible to continue coverage pursuant to this section.

- 4. Continued coverage under the Extension of Benefits section shall terminate if:
 - (a) The Employer discontinues group health insurance for his Employees;
 - (b) The Spouse or Dependent Child fails to pay the required premiums;
 - (c) The Spouse or Dependent Child becomes Covered under any other Policy of group health insurance;
 - (d) The Spouse qualifies for Medicare; or
 - (e) The Spouse remarries and becomes eligible for coverage under the new Spouse's Policy of group health insurance.

C. The Consolidated Omnibus Budget Reconciliation Act of 1985 (“COBRA”):

If the Insured's Employer employs more than 20 Employees on an average business day during the previous Calendar Year, federal law provides that the Employee and/or his Dependents may be entitled to continue insurance Benefits after termination of group health benefits upon a qualifying event for specific periods of up to thirty-six (36) months. Some states also require employers with fewer than 20 employees to offer to the insured individuals continuation of their group health coverage. Your Employer can provide you with complete details of the available coverage. Western Mutual Insurance Company does not assume responsibility for the Employer's duties under COBRA.

COBRA continuation coverage is available upon the occurrence of any of the following qualifying events:

- 1. Termination of benefits.
- 2. Reduction of hours
- 3. Death of employee.

4. Employee becomes entitled to Medicare benefits.
5. Divorce or legal separation.
6. Dependent child ceases to be a dependent under the plan.

In the case of divorce, legal separation, or a Dependent ceasing to be a Dependent, it is the responsibility of the employee to notify the Employer in writing within 60 days of the qualifying event, and to send a copy of the notice to the Company. Election of the continuation coverage must be in writing within 60 days after the Employer sends notice of the right to elect continuation coverage. If election is not made within this 60-day period, the Employee and/or any qualified Dependents will lose the right to COBRA continuation coverage.

When COBRA coverage is available, any person who was on the insurance before termination has the right to select COBRA coverage independently. A newborn Child or a Child placed for adoption during a period of COBRA continuation coverage is also eligible for coverage for the remaining period of the continuation coverage, provided that they are enrolled according to the terms of the Policy. The continuation of coverage provided by the vision and dental plans is optional when the major medical coverage is chosen.

Coverage may be continued for up to 36 months for the spouse and or Dependent Child(ren) if group health coverage is lost due to the Employee's death, divorce, legal separation, the Employee's becoming entitled to Medicare, or because of loss of status as a Dependent Child under the Plan.

Coverage may be continued for up to 18 months if group health coverage terminates due to the employee's termination of employment or reduction in hours. However, there are three exceptions:

1. If an Employee or Dependent is disabled (as determined by the Social Security Administration) at any time during the first 60 days after the date of termination of employment or reduction in hours, then the continuation period for all qualified beneficiaries is 29 months from the date of termination of employment or reduction in hours. For the 29-month continuation period to apply, written notice of the determination of disability must be provided to the Employer within both the 18-month coverage period and within 60 days after the date of the determination.
2. If a second qualifying event occurs during the 18-month or 29-month continuation coverage period which would give rise to a 36-month period for the spouse and/or Dependent Child(ren) (for example, the Employee dies or becomes divorced) then the maximum coverage period for a spouse and/or Dependent Child(ren) becomes 36 months from the date of the initial termination of employment or reduction in hours. For the 36-month continuation period to apply, written notice of the second qualifying event must be provided to the Employer within 60 days after the date of the event.
3. If the qualifying event occurs within 18 months after the Employee becomes entitled to Medicare, then the maximum coverage period for the spouse and/or Dependent Child(ren) is 36 months from the date that the Employee became entitled to Medicare.

Premium payments for COBRA continuation coverage for the Employee and for any qualified Dependents for the “initial premium months” are due by the 45th day after electing the continuation coverage. The “initial premium months” are the months that end on or before the 45th day after the election of continuation coverage. All subsequent premiums are due on the first day of the month, subject to a 31-day grace period.

Continuation coverage will automatically terminate when any of the following events occurs:

1. The employer no longer provides group health coverage for any employees.
2. The premium for COBRA coverage is not paid during the required time period.
3. The insured becomes entitled to Medicare.
4. The insured becomes covered under another group health plan with no preexisting condition limitation.
5. The maximum continuation coverage period expires.

D. The Uniformed Services Employment and Reemployment Rights Act of 1994 (“USERRA”): If an Insured Employee is absent from employment due to service in the uniformed services, federal law provides that the Employee and his dependents are entitled to continue health insurance coverage for a period of up to twenty-four (24) months. Election of the continuation coverage must be made in writing within sixty (60) days of the date of commencement of any leave for military service.

Continuation coverage will automatically terminate if the Employee fails to pay the required premium, or if the Employee loses his rights under USERRA as a result of undesirable conduct, including court-martial and dishonorable discharge.

When an Insured Employee loses coverage under the group health Plan because the Employee leaves work to perform military service, and the group health Plan is subject to COBRA, the Employee and the Employee’s Dependents will be entitled to protections of both COBRA and USERRA. When the requirements of COBRA and USERRA differ, the Employee and the Employee’s Dependents are entitled to protection under the law that gives the greater benefit.

The term “uniformed services” means the Armed Forces, the Army National Guard and the Air National Guard when engaged in active duty for training, inactive duty training, or full-time National Guard duty, the commissioned corps of the Public Health Service, and any other category of persons designated by the President in time of war or national emergency.

VIII. CONVERSION PLAN: An Individual whose insurance under the group Policy has been terminated, and who has been continuously insured under the group Policy for a minimum of three (3) months immediately prior to termination has the right to be covered under the Company’s Conversion Plan when group coverage terminates. If the Insured exercises this conversion option, he may waive his right to insurability under the federal Health Insurance Portability and Accountability Act of 1996. (P.L. 104-191). An individual does not have conversion rights if:

1. Termination of the group coverage occurred because of failure of the Employee to pay any required individual premiums;
2. The Insured acquires other group health coverage that is comparable to the coverage under the conversion plan;
3. The Insured has performed an act or practice that constitutes fraud, or has made an intentional misrepresentation of material fact under the terms of the coverage.

Coverage on the conversion plan will terminate when the Insured fails to pay the required premium or obtains other coverage which is comparable to the coverage under the conversion plan. However, if other health coverage is obtained that is less than comparable, the conversion plan will continue to cover those Accidents or Illnesses that the new coverage totally excludes, insofar as they would be covered by the conversion plan in the absence of the replacement policy.

The Insured must notify the Company of the Insured's desire for coverage on the Conversion Plan no later than thirty-one (31) days following the termination of the group coverage. This notice must be in writing and must accompany premium to bring insurance premium current with no lapse of coverage.

The Company will provide complete information about the Conversion Plan, including information about premium rates, upon request.

IX. COORDINATION OF BENEFITS, WORKERS' COMPENSATION EXCLUSION, THIRD PARTY LIABILITY & PERSONS COVERED BY MEDICARE.

A. COORDINATION OF BENEFITS:

1. This Coordination of Benefits ("COB") provision applies to this Plan when an Insured also has health care coverage under another plan such as:
 - (a) Group insurance or group-type coverage, whether insured or uninsured, prepaid plans, group practice or individual practice coverage. This also includes coverage for students other than school Accident-type coverage, or HMO plans, or individual plans; or
 - (b) Coverage under a governmental plan required or provided by law, except a state plan under Medicaid or under any plan when, by law, its benefits are excess to those of any private insurance program or other non-governmental program.
2. In the event benefits apply under two or more health care plans, the order of benefit determination rules should be consulted and the following provisions shall apply:
 - (a) The Benefits under this Plan shall not be reduced when, under the order of benefit determination rules, this Plan determines Benefits before another health care plan, but may be reduced when, under those rules, another health

- (b) If the other health care plan does not contain a coordination of benefits provision, the benefits of that coverage will be determined before any Benefits under this Plan are determined.
- (c) If the other health care plan contains a coordination of benefits provision, the rules establishing the order of benefit determination are as follows:
 - 1. The benefits of the health care plan which covers the person (to whom the claims relate) as other than a Dependents shall be determined before the benefits of a health care coverage which covers such a person as a Dependent.
 - 2. When a Child(ren) is a patient and where the parents are not separated or divorced, the benefits of the health care plan of the parent whose birthday, that is, month and day of the month, falls earlier in a year are determined before those of the health care plan of the parent whose birthday falls later in the year.

NOTE: If the other health care plan does not have a coordination of benefits rule based on the parents' birthdays, but instead has a rule based upon the gender of the parent, and if, as a result, it and this Plan do not agree on the order of benefits, the rule in the other health care plan will determine the order of benefits.

- 3. When a Child(ren) is a patient and where the parents are separated or divorced, the following rules apply:
 - a. benefits are determined first by the health care plan of the parent with custody of the Child(ren);
 - b. then by the health care plan of the Spouse (if any) of the parent with custody of the Child(ren); and
 - c. finally, by the health care plan of the parent not having custody of the Child(ren)

NOTE: If the specific terms of a court decree state that one of the parents is responsible for the health care expenses of the Child(ren), and the entity obligated to pay or provide the benefits of the health care plan of that parent has actual knowledge of those terms, the benefits of that health care plan are determined first. This does not apply with respect to any claim determination period or year during which benefits are actually paid or provided before the entity has that actual knowledge. If the specific terms of the court decree state that the parents shall share joint custody, without stating that one of the parents is responsible for the health care expenses of the Child, the order of

benefit determination rules outlined in Section IX, A(2)(c)(2) shall apply.

4. When the person (to whom the claim relates) is an Employee who is laid off or retired, or is a Dependent of such an Employee, the benefits of the other health care plan shall be determined before those of this Plan. If the other health care plan does not have this rule, and if, as a result, there is not an agreement between this Plan and the other health care plan on the order of benefits, this rule is ignored.
5. If the individual is insured under two health plans where none of the above applies, the benefits of the plan which has covered the individual for the longer period of time shall be determined first.

(d) Overpayment: In the event the Company provides Benefit payments to the Insured or on his behalf in excess of the amount which would have been payable by reason of coverage under another health care coverage, the Company shall be entitled to recover the amount of such excess from one or more of the Insured Employee or the Insured Dependent, including from future claim payments due for services incurred by the Insured or any Insured member of the Insured's family, without regard to the identity or nature of the Provider of care, insurance companies, or other organizations.

NOTE: A health care plan, as listed above, which provides benefits in the form of services may recover the reasonable cash value of providing those services, if applicable under the above rules, to the extent that Benefits are for Covered Services and have not already been paid or provided by this Plan.

B. WORKERS' COMPENSATION EXCLUSION:

Expenses for which payment is required under applicable workers' compensation statutes are not eligible for payment under this medical Plan. This Plan is not in place of and does not affect any requirement for coverage by workers' compensation insurance.

C. THIRD PARTY LIABILITY:

In event that the Insured sustains any Illness or Injury for which a third party may be responsible, the following provisions shall apply:

1. Recovery Rights: Up to the amount of Benefits paid in connection with the Illness or Injury, the Company shall be entitled to the proceeds of any settlement or judgment that results in a recovery from the third party. The Company's rights of recovery are only enforceable after the Insured has been made whole for his Injuries or Illness.
2. If the Insured does not seek recovery from the responsible third party, the Insured shall hold the rights of recovery against the third party in trust for the Company up to the amount of Benefits paid in connection with the Illness or Injury.

3. The Company shall pay out of such proceeds actually recovered a *pro rata* share of any reasonable expense incurred in effecting collection from the third party or his insurer.
4. Receipt by, or on behalf of, the Insured of any Benefits in connection with the Illness or Injury shall constitute the Insured's unconditional agreement to each and all of the provisions set forth in this Plan.

D. PERSONS COVERED BY MEDICARE:

1. This Plan will pay its Benefits before Medicare for:
 - (a) An active Employee who is age sixty-five (65) or older and who is insured through a group of twenty (20) or more Employees, as that term is defined in the Medicare secondary payer rules; or
 - (b) A Dependent Spouse who is age sixty-five (65) or older, of an active Employee who is insured through a group of twenty (20) or more Employees, as that term is defined in the Medicare secondary payer rules; or
 - (c) The time period required by federal law during which Medicare is the secondary payer to a group health plan and the Insured individual is receiving treatment for end-stage renal disease (ESRD).
2. If the Dependent Spouse is also actively employed and enrolled under a group health Plan provided by the Spouse's Employer, this Plan shall then be secondary to that coverage and Medicare becomes the third payer.
3. This Plan will pay Benefits only after Medicare has paid its benefits:
 - (a) For all other Insured persons; and
 - (b) After the time period required by federal law during which Medicare was the secondary payer to a group health plan and the Insured individual received treatment for end-stage renal disease (ESRD).

This Policy complies with TEFRA/DEFRA for all Insured persons also covered by Medicare.

X. GENERAL POLICY INFORMATION:

- A. COMPUTATION OF EMPLOYER PREMIUMS:** The initial premium due and each premium due thereafter shall be the sum of:
1. The number of persons then insured for Employee Benefits in each classification multiplied by the applicable rate per person; and
 2. The number of persons then insured for Dependent Benefits, if any, in each classification multiplied by the applicable additional rate per person based on the

classifications as determined by the premium rates in effect on such premium due date. Applicable rates are available from the Company upon request.

The Company reserves the right to change the rate for any insurance provided under this Plan:

1. On any premium due date by giving written notice to the group Policyholder at least thirty-one (31) days prior to such premium due date; or
2. On any date the provisions of this Plan are changed as to the Benefits provided or classes of persons Insured.

Instead of methods of computation of premiums above provided, premiums may be computed by any method mutually acceptable to the Company and the Policyholder that produces approximately the same total amount.

- B. PAYMENT OF PREMIUMS:** All premiums due under this Plan, including adjustments thereof, if any, are payable by the Policyholder on or before their respective due dates. The payment of any premium shall not maintain the insurance under this Plan in force beyond the day immediately preceding the next due date except as otherwise provided herein.
- C. GRACE PERIOD:** A grace period of thirty-one (31) days will be allowed for payment of any premium due unless the Policyholder gives written notice of discontinuance prior to the premium due date.
- D. TERMINATION OF POLICY:** If the Policyholder fails to pay any premium within the grace period, this Plan shall automatically terminate on the last day of such grace period. In the event of such termination, the Policyholder shall be liable to the Company for the payment of all premiums then due and unpaid, including a *pro rata* premium for the grace period.

If the Policyholder provides written notice to the Company during the grace period that this Plan is to be terminated before the expiration of the grace period, this Plan shall be terminated as of the date of receipt of such written notice by the Company or on the date specified by the Policyholder for such termination, whichever date is later. In the event of such termination, the Policyholder shall be liable to the Company for the payment of all premiums then due and unpaid, including a *pro rata* premium for the period commencing with the last premium due date and ending with such date of termination.

- E. RECORD OF EMPLOYEES INSURED:** The Company shall maintain a record which shall show at all times: the names of all Employees Insured hereunder; the beneficiary, if any, designated by each such Employee; the date when each Employee became Insured; the Effective Date of any change in coverage; and such other information as may be required to administer the insurance hereunder. The Company shall furnish the Policyholder, upon its reasonable request, a copy of such record. The Policyholder shall furnish periodically to the Company such information as the Company may require for the administration of the insurance hereunder, including, but not limited to, information relative to Employees becoming Insured, changes in coverage, and termination of insurance. Any records of the Employer and/or Policyholder that may, in the opinion of

the Company, have a bearing on the insurance hereunder, shall be open for inspection by the Company at a reasonable time.

- F. **EMPLOYEE'S CERTIFICATE:** The Company will issue, as appropriate, directly to the Insured Employee, or to the Policyholder, for delivery to each Insured Employee, an individual Certificate setting forth a statement as to the insurance protection to which he is entitled, to whom the Benefits are payable, and such limitations or requirements in this Plan as may pertain to the Insured Employee. The word "Certificate" as used in this Plan shall include all applicable schedules of benefits, Certificate riders, and Certificate supplements. Such Certificates are a summary of the Plan only and shall not constitute a part of, or amendment to, this Plan. If the provisions of this Plan and the Certificates of insurance conflict, the terms of this Plan shall govern.
- G. **FREE CHOICE OF PROVIDER:** The Employee shall have free choice of any legally qualified Physician or Provider and the Provider-patient relationship shall be maintained.
- H. **CLAIM AND APPEAL PROCEDURES:** Following is a description of how the Plan processes claims and appeals. A claim is defined as any request for a Plan Benefit, made by an Insured or a representative of an Insured, that complies with the Plan's procedures for making a claim. There are two types of claims: pre-service and post-service. The different types of claims are described below. Each type of claim has a specific time period for approval, request for further information or denial, as well as specific time periods for appeal reviews. Time periods begin at the time that a claim is filed, and "days" refers to calendar days.

Pre-Service Claim

A pre-service claim is any claim for a benefit under the plan where the plan conditions receipt of the benefit, in whole or in part, on approval of the benefit in advance of obtaining medical care (*i.e.*, claims subject to pre-certification). In the event of a pre-service claim, the Insured will receive a notification of the benefit determination within fifteen (15) days after the receipt of the request. If additional information is needed, the Insured will be notified within that time and will be given at least forty-five (45) days to respond. A notification of the benefit determination will be sent within fifteen (15) days after the receipt of the additional information. If there is an ongoing course of treatment (*i.e.*, concurrent care), a notification of determination as to extending the course of the treatment will be sent within fifteen (15) days after receipt of the request. If there will be a reduction or termination of the previously approved concurrent care benefit before the end of the treatment period, a notification will be sent at least fifteen (15) days prior to the end of the treatment.

Although recommended, Pre-certification for pre-service claims involving Urgent Care is **not** required. However, once the care is no longer Urgent Care, Pre-certification requirements will apply and the pre-service claim will be subject to the time periods as described above.

Post-Service Claim

A post-service claim is any claim that involves the cost for medical care that has already been provided to the insured. Post-service claims will never be considered to be claims involving urgent care.

In the event of a post-service claim, the Insured will receive a notification of the benefit determination within thirty (30) days after the receipt of the request. If additional information is needed, the Insured will be notified within that time and will be given at least forty-five (45) days to respond. A notification of the benefit determination will be sent within fifteen (15) days after the receipt of the additional information.

Notice to Insured of Adverse Benefit Determination

Adverse benefit determination means a denial, reduction, 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 participant's eligibility to participate in the plan. The plan will provide written or electronic notification that sets forth the reason for the adverse benefit determination.

Appeals

In the event of an adverse benefit determination, the Insured has 180 days from the receipt of the adverse benefit determination notification in which to file an appeal. An Insured may submit comments, documents, records and other information relating to the claim, and will, upon request, be provided free of charge, access to, and copies of, all documents, records, and other information relevant to the claim that were used in the initial benefit determination. The Company provides two levels of appeal review, which may be performed either internally or independently, as described herein. Both of these levels must be exhausted before an Insured can file suit in court. If an Insured receives an adverse decision on the first level of appeal, he may submit the appeal for a second level of review within sixty (60) days of receipt of the first level decision, along with any additional applicable information. In the case of a pre-service claim, each level of appeal will be responded to within fifteen (15) days after the receipt of the appeal. In the case of a post-service claim, each level of appeal will be responded to within thirty (30) days after the receipt of the appeal.

For pre-service claims, both levels of appeal must be submitted in writing to the utilization review company that performed the Pre-certification and a copy must be submitted to the Company. For post-service claims, both levels of appeal must be submitted in writing to the Company. The benefit determination on review will be communicated in writing and will set forth the reasons for the decision and the provisions of this Plan upon which the decision was based.

Reviews of all appeals of adverse benefit determinations, except those described in the following paragraph, will be conducted internally by a person or a committee of persons who is neither the individual who made the initial adverse benefit determination nor the subordinate of that individual. The time period within which a determination on appeal is required to be made will begin at the time that an appeal is filed.

If the appeal of an adverse benefit determination is based on a medical judgment, including determinations with regard to whether a particular treatment, drug or other item is experimental, investigational or not medically necessary or appropriate, an independent review will be conducted. For this review, the plan will consult with an independent health care professional, who is not affiliated with the Company, who was not involved in the initial benefit determination, and who has appropriate training and expertise in the field of medicine involved in the medical judgment. There will be no fee charged to the Insured for an independent review.

If an Insured receives an adverse decision upon the exhaustion of both of the required levels of internal or independent review, he has the right to file suit in court pursuant to §502 of the Employee Retirement and Income Security Act (“ERISA”).

- I. **CONFORMITY WITH LAW:** If any provision of this Plan is contrary to any law to which it is subject, such provision is hereby amended to conform thereto.

- J. **EXPERIENCE RATING REFUNDS:** This Plan shares in the surplus earnings of the Company. Surplus earnings is defined as the amount of earnings in excess of earnings required to maintain the highest Risk-Based Capital (“RBC”) level established by law and the amount required to maintain an appropriate level of financial reserve as determined by the Board of Directors in its sole discretion. Earnings is defined as the excess of earned revenue over incurred Benefits and expenses using statutory accounting methods prescribed or permitted by the Insurance Department of the State of Utah.

In any Calendar Year in which there are surplus earnings as a result of favorable claims experience, and the Board of Directors in its discretion determines that it is appropriate and advisable to return the surplus earnings to the Policyholders, such surplus earnings will be refundable to eligible participating Employers as an experience rating refund. The method and timing of the refund is determined by the Company's Board of Directors. To be eligible to participate in the experience rating refund, a participating Employer must be a Policyholder at the time the refund is made.

- K. **NON-ASSESSABLE PLAN:** This Plan is non-assessable. If for any reason the Company is unable to maintain required reserves or pay justified claims for Benefits, Benefits may be reduced in accordance with an equitable plan approved by the Insurance Commissioner of the State of Utah.

- L. **ANNUAL MEETING:** The annual meeting of the Company shall be held on the first Friday in December of each year at the home office of the Company.

- M. **ENTIRE CONTRACT:** This Plan and all attachments hereto, the application of the Policyholder, individual applications, and the enrollment cards of Insured Employees constitute the entire contract between the parties. All statements made by the Policyholder and Insured Employees and Dependent(s) shall, in the absence of fraud, be deemed representations and not warranties. No statement made by an Insured Employee or his Dependent(s) shall affect the insurance or be used in defense to a claim hereunder unless such statement is formalized in writing and a copy of the instrument containing such statement is, or has been, furnished to such Employee or to his beneficiary.

N. AMENDMENT AND ALTERATION OF CONTRACT: This Plan may be amended at any time, subject to the laws of the jurisdiction in which it is delivered, without the consent of the Employees Insured hereunder or of their beneficiaries, by written agreement between the Policyholder and the Company. This Plan may also be amended on the Plan's renewal date upon sixty (60) days written notice from the Company to the Policyholder. No modification or amendment of this Plan shall affect the right or the extent of Benefits of any Insured Employee or Insured Dependent who is, on the Effective Date of such modification or amendment, Hospital confined or confined in an Extended Care Facility until the first discharge therefrom occurring after such Effective Date. No change in the Plan shall be valid until approved by a duly authorized officer of the Company and unless such approval be endorsed hereon or attached hereto. No agent has authority to change any Plan or waive any provision thereof.

O. NOTICE AND PROOF OF CLAIM: Written or electronic claim must be submitted to the Company within three-hundred sixty-five (365) days of the Date Incurred for which Benefits arising out of each Injury or Illness may be claimed. Unless otherwise excused as provided below, failure to timely file such claim shall release the Company from any liability to pay such claim. Notice given by, or on behalf of, the claimant to the Company at its Home Office or to any authorized agent of the Company, with particulars sufficient to identify the Insured Employee or Insured Dependent, shall be deemed to be notice to the Company. Failure to furnish notice within the time provided in the Plan shall not invalidate any claim if it is shown that it was not reasonably possible to furnish such notice and that such notice was furnished as soon as was reasonably possible.

The Company, upon receipt of the notice required by the Plan, will furnish to the claimant such forms as are usually furnished by the Company for filing proof of loss. If such forms are not so furnished within fifteen (15) days after the Company receives such notice, the claimant shall be deemed to have complied with the requirements of the Plan of filing proof of loss, written proof covering the occurrence, character, and extent of the loss for which claims are made.

P. EXAMINATION: The Company shall have the right and opportunity to have the person of any individual whose Injury or Illness is the basis of a claim examined when and so often as it may reasonably require during pendency of claim hereunder. The Company shall also have the right and opportunity to make an autopsy in the case of death where it is not forbidden by law. If a dispute arises concerning an independent medical evaluation, it shall be subject to the arbitration rules of this policy.

Q. PAYMENT OF CLAIM: Upon request of the Insured Employee and subject to due proof of loss, the accrued daily Hospital Benefits will be paid each week during any period for which the Company is liable and any balance remaining unpaid at the termination of such period will be paid promptly upon receipt of due proof. Any other Benefits provided in the Plan will be paid promptly after receipt of due proof.

All Benefits are payable to the Employee, however, if any such Benefit remains unpaid at the death of the Employee, if the Employee is a minor, or if the Employee is, in the opinion of the Company, legally incapable of giving a valid receipt and discharge for any payment, the Company may, at its option, pay such Benefit to any one or more of the following relatives of the Employee: spouse; parent; child(ren); or sibling(s). Any payments made will constitute a complete discharge of the Company's obligations to the

extent of such payment and the Company will not be required to see the application of the money so paid.

- R. **MEDICAL RECORDS:** The Company shall have the right to request and receive, without cost or expense, and as a condition precedent to liability for any Benefits to be provided under this Plan, medical records relating to care and treatment of any Insured who claims Benefits under this Plan. The Insured, by requesting any Benefits hereunder, does fully authorize, empower, and direct his Provider to furnish the Company with such complete reports and medical records.
- S. **OVERPAYMENTS:** If, for any reason, the Company pays any amounts to, or on behalf of, the Insured:
1. For services not covered under this Plan;
 2. Which exceed amounts to be paid as Benefits under this Plan; or
 3. On behalf of a person believed to be a Dependent who is not covered under this Plan, the Insured Employee is responsible to reimburse the Company on demand for all and any such amounts;

the Company may, at its discretion, recover overpayments to or on behalf of an Insured from future claim payments due for services incurred by the Insured or any Insured Dependent, without regard to the identity or nature of the Provider of care.

- T. **LEGAL PROCEEDINGS:** No action of law or in equity shall be brought to recover on the Plan prior to the expiration of sixty (60) days after proof of loss has been filed in accordance with the requirements of the Plan, nor shall such action be brought at all unless brought within three (3) years from the expiration of the time within which proof of loss is required by the Plan.
- U. **TIME LIMITATION:** If any time limitation of the Plan with respect to giving notice of claim or furnishing proof of loss, or the bringing of an action at law or in equity, is less than that permitted by the law of the state in which the Policy is delivered, such limitation shall be extended to agree with the minimum period permitted by such law.
- V. **INTERPRETATION:** Whenever the context of this Plan requires, the singular shall include the plural, the plural shall include the singular, the whole shall include any part thereof, and any gender shall include both genders. The captions which precede parts of this Plan are for reference only and shall not affect the manner in which any provision hereof is construed. Words that are capitalized throughout this document shall have the meaning prescribed to them in the Definitions section of this document.

The Company shall have the sole discretion to construe and interpret the terms and provisions of the Plan and to determine eligibility for benefits. Nothing in the foregoing statement limits the rights of the Insured to protections under the federal law known as ERISA, including, but not limited to, rights of appeal and rights to bring suit in state or federal court, and other remedies available through arbitration.

W. PREFERRED PROVIDER ORGANIZATION (“PPO”): If you obtain services from a preferred provider, eligible Benefits will be processed according to the preferred provider discounted rate, and will be reimbursed at a higher percentage level. A directory of PPO providers is available from the Company, free of charge. You may also obtain services from a non-preferred provider, however, eligible Benefits will be processed according to the usual, reasonable and customary rate and will be reimbursed at a lower percentage level.

If there is a service which a Preferred Provider of this Plan does not provide, and the Provider who is treating the Insured requests the service, and the Company determines that the use of the service is necessary for the health of the Insured, the service shall be deemed to be provided by a Preferred Provider under the Plan and Benefits will be provided accordingly. If an Insured is confined in a facility which is a Preferred Provider of health care at a time when the facility terminates its agreement with the insurer, or if an Insured obtains confirmation that a Provider is a Preferred Provider and the Provider subsequently terminates its Preferred Provider status, coverage will be provided for the period of confinement at the rate negotiated for that Provider before it terminated its agreement and at no additional cost to the Insured. It is the Insured’s responsibility to verify whether a Provider of health care is a Preferred Provider of health care.

X. SUPERSEDED PLAN: In the event this Plan is issued to supersede a health care Plan previously issued by the Company, Benefits furnished under the previous health Plan shall apply against the Benefit maximums of this Plan as though such Benefits had been furnished under this Plan.

Y. HEALTH CARE COST CONTROLS: This Policy attempts to control health care costs through several methods. Insureds are encouraged to use, if medically appropriate, services and facilities that are the most efficient or that tend to control or reduce the cost of health care. The following programs constitute the Company’s efforts to control health care costs:

1. Preferred Provider Networks: The Company receives discounts through Preferred Provider Networks. These discounts are then passed back to Insureds in the form of a higher benefit percentage and write-offs.
2. Utilization Management: The Company requires all in-patient hospitalizations to be pre-certified in order to establish the medical necessity of the procedure. Pre-certification of medical necessity does not guarantee payment of benefits. Inpatient hospitalizations that are not pre-certified are subject to a 10% penalty.
3. Case Management: The Company controls costs associated with catastrophic and chronic care by appropriate monitoring and intervention throughout the course of treatment.

Z. RIGHTS UNDER ERISA: If the Insured has any questions about the Plan, he or she should contact the Company. If the Insured has any questions about this statement or his or her rights under ERISA or the Health Insurance Portability and Accountability Act (HIPAA), he or she should contact the nearest area office of the Pension and Welfare Benefits Administration, U.S. Department of Labor listed in the telephone directory or

the Division of Technical Assistance and Inquiries, Pension and Welfare Benefits Administration, at 200 Constitution Avenue, N.W., Washington, D.C. 20210.

- AA. **QUALIFIED MEDICAL CHILD SUPPORT ORDER (“QMCSO”)**: A QMCSO is a court judgment, decree, or order, or a state administrative order that has the force and effect of law, that is typically issued as part of a divorce or as part of a state child support order proceeding. A QMCSO requires that health plan coverage be provided to a child of the Employee. A copy of the Company’s QMCSO procedures may be obtained free of charge, upon request.

XI. PRIVACY POLICY

We at Western Mutual Insurance Company respect the privacy of your protected health information (“PHI”). We only use and disclose this type of information as permitted by law, in order to provide you with quality service and to administer our business functions. We do not use or disclose your information outside of the exceptions allowed by law.

- ◆ **Sources of Information.** Some of the sources from which we gather your personal information are your application/enrollment form, transactions that you conduct with us, and claims and medical records received from health care providers.
- ◆ **Disclosure of Information.** We may disclose your personal information to agents, health care providers, or service providers that perform business functions on our behalf. Examples of these types of functions are claims processing and utilization management. We obtain assurances from our service providers that they will also protect the privacy of your information. Personal information regarding a spouse or dependent children will also be disclosed to the insured employee (or the insured former employee) in the form of an explanation of benefits when a claim is processed. We will not disclose your PHI outside of our normal business functions unless we first obtain a written authorization from you.
- ◆ **Security.** We maintain procedural, physical and electronic safeguards to protect the confidentiality of your personal information. Access to personal information is restricted to only those employees and service providers who need this information in order to provide products and services to you.
- ◆ **Individual rights.** You have the right to request restrictions on the uses and disclosures of your PHI, however, we are not required to agree to such restrictions. You have the right to inspect and copy your PHI and to request that corrections be made to such information. You have a right to an accounting of any disclosures that are made outside of the exceptions that are allowed by law.
- ◆ **Complaint procedure.** If you believe that your privacy rights have been violated, you may file a written complaint with WMI, or with the Office of Civil Rights, Region VIII, U.S. Department of Health and Human Services, 1961 Stout Street, Room 1185 FOB, Denver, CO 80294-3538. The complaint must describe the violation that occurred, and must be filed within 180 days of the known date of violation. You will not be retaliated against for filing a complaint.



Western Mutual Insurance Company

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