

DISCLAIMER OF CLAIMS ADMINISTRATOR

We have prepared this document for your review and consideration; however, we are not legal counsel, nor are we in the business of practicing law. As your plan's fiduciaries and/or trustees, you are fully responsible for all legal issues that concern the plan. If you are not an expert in this area, we urge you to hire an attorney to help you review this plan.

BY THIS AGREEMENT, City of Manitowoc Health Plan is hereby adopted as shown.

IN WITNESS WHEREOF, this instrument is executed for City of Manitowoc on or as of the day and year first below written.

By _____
City of Manitowoc

Date _____

Witness _____

Date _____

**PLAN DOCUMENT AND
SUMMARY PLAN DESCRIPTION
CITY OF MANITOWOC
EMPLOYEE HEALTH PLAN**

This booklet is the Plan Document and Summary Plan Description. Its purpose is to summarize the provisions of the Plan that provide and/or affect payment or reimbursement. The Summary Plan Description supersedes any and all Summary Plan Descriptions issued to the Covered Person by City of Manitowoc.

The Plan is funded by City of Manitowoc and Employee contributions, if required. The benefits and principal provisions of the group plan are described in this booklet. They are effective only if the Covered Person(s) are eligible for the coverage, become covered, and remain covered in accordance with the provisions of the group plan.

The purpose of providing a comprehensive medical plan is to protect the Covered Persons from serious financial loss resulting from necessary medical care. However, we must recognize and deal with escalating costs. Being fully informed about the specific provisions of the Plan will help both the Covered Person and the Company maintain Reasonable rates in the future. We have prepared the following pages as a general guide for Covered Persons to become "good consumers" of health care. It will take a joint effort between Eligible Providers, Covered Persons and us, the Company, to make our Plan work, both now and in future years.

All health benefits described herein are being provided and maintained for the Covered Persons and the covered dependents by City of Manitowoc, hereinafter referred to as the "Company." Auxiant will process all benefit payments.

- **Please refer to the address on the ID card to determine where to send claims.**

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WOMEN'S HEALTH AND CANCER RIGHTS ACT NOTICE

MEMORANDUM

TO: ALL HEALTH PLAN PARTICIPANTS
FROM: CITY OF MANITOWOC AND AUXIANT
SUBJECT: WOMEN'S HEALTH AND CANCER RIGHTS ACT OF 1998

The Women's Health and Cancer Rights Act of 1998 requires City of Manitowoc to notify you, as a participant or beneficiary of the City of Manitowoc health plan, of your rights related to benefits provided through the plan in connection with a mastectomy. You as a participant or beneficiary have rights to coverage to be provided in a manner determined in consultation with your attending Physician for:

1. All stages of reconstruction of the breast on which the mastectomy was performed;
2. Surgery and reconstruction of the other breast to produce a symmetrical appearance; and
3. Prostheses and treatment of physical complications of the mastectomy, including lymphedema.

Items 1. and 2. above will be payable under the inpatient surgery benefit, and item 3. will be payable under the prosthetic benefit. For further details on Deductible and Coinsurance for these benefits, please refer to your Summary Plan Description.

Keep this notice for your records and call the Claims Administrator, Auxiant, at (800) 279-6772 for more information.

**ESTABLISHMENT OF THE PLAN; ADOPTION OF THE PLAN DOCUMENT AND
SUMMARY PLAN DESCRIPTION**

THIS PLAN DOCUMENT AND SUMMARY PLAN DESCRIPTION, made by City of Manitowoc (the “Company” or the “Plan Sponsor”) as of April 1, 2012, hereby sets forth the provisions of the City of Manitowoc Health Plan (the “Plan”).

Effective Date

The Plan Document is effective as of the date first set forth above, and each Amendment is effective as of the date set forth therein (the “Effective Date”).

Adoption of the Plan Document

The Plan Sponsor, as the settler of the Plan, hereby adopts this Plan Document as the written description of the Plan. This Plan Document represents both the Plan Document and the Summary Plan Description. This Plan Document amends and replaces any prior statement of the health care coverage contained in the Plan or any predecessor to the Plan.

IN WITNESS WHEREOF, the Plan Sponsor has caused this Plan Document to be executed.

City of Manitowoc

By: _____

Name: _____

Date: _____

Title: _____

PLAN DESCRIPTION

Introduction and Purpose

The Plan Sponsor has established the Plan for the benefit of eligible Employees, in accordance with the terms and conditions described herein. Plan benefits may be self funded through a benefit fund or a trust established by the Plan Sponsor and self-funded with contributions from Participants and/or the Plan Sponsor, or may be funded solely from the general assets of the Plan Sponsor. Participants in the Plan may be required to contribute toward their benefits.

The Plan Sponsor's purpose in establishing the Plan is to help offset, for eligible Employees, the economic effects arising from a Non-occupational Injury or Sickness. To accomplish this purpose, the Plan Sponsor must be cognizant of the necessity of containing health care costs through effective plan design, and of abiding by the terms of the Plan Document, to allow the Plan Sponsor to allocate the resources available to help those individuals participating in the Plan to the maximum feasible extent.

The purpose of this Plan Document is to set forth the terms and provisions of the Plan that provide for the payment or reimbursement of all or a portion of certain expenses for Hospital or medical charges. The Plan Document is maintained by the City of Manitowoc and may be inspected at any time during normal working hours by any Participant.

General Plan Information

Name of Plan: City of Manitowoc Health Plan

Plan Sponsor: City of Manitowoc
City Hall
900 Quay Street
Manitowoc, WI 54220
Phone: (920) 686-6990
Fax: (920) 686-6999

**Plan Administrator:
(Named Fiduciary)** City of Manitowoc
City Hall
900 Quay Street
Manitowoc, WI 54220
Phone: (920) 686-6990
Fax: (920) 686-6999

Plan Sponsor ID No. (EIN): 39-6005511

Source of Funding: Self-Funded

Plan Year: January 1 through December 31

Plan Number: 501

Plan Type: Medical
Prescription Drug

Claims Administrator: **Auxiant**
2450 Rimrock Road
Suite 301
Madison, WI 53713
Phone: (800) 279-6772
Fax: (608) 273-4554
Website: www.auxiant.com

Participating Employer(s): **City of Manitowoc**

Agent for Service of Process: **City Clerk**
City of Manitowoc
900 Quay Street
Manitowoc, WI 54220
Phone: (920) 686-6950
Fax: (920) 686-6959

The Plan shall take effect for each Participating Employer on the Effective Date, unless a different date is set forth above opposite such Participating Employer's name.

Legal Entity; Service of Process

The Plan is a legal entity. Legal notice may be filed with, and legal process served upon, the Plan Administrator.

Not a Contract

This Plan Document and any Amendments constitute the terms and provisions of coverage under this Plan. The Plan Document shall not be deemed to constitute a contract of any type between the Company and any Participant or to be consideration for, or an inducement or condition of, the employment of any Employee. Nothing in this Plan Document shall be deemed to give any Employee the right to be retained in the service of the Company or to interfere with the right of the Company to discharge any Employee at any time; provided, however, that the foregoing shall not be deemed to modify the provisions of any collective bargaining agreements which may be entered into by the Company with the bargaining representatives of any Employees.

Mental Health Parity

Pursuant to the Mental Health Parity and Addiction Equity Act of 2008, this Plan applies its terms uniformly and enforces parity between covered health care benefits and covered mental health and substance disorder benefits relating to financial cost sharing restrictions and treatment duration limitations. For further details, please contact the Plan Administrator.

Applicable Law

This is a self-funded benefit plan coming within the purview of the laws of the State of Wisconsin. The Plan is funded with Employee and/or Employer contributions.

Discretionary Authority

The Plan Administrator shall have sole, full and final discretionary authority to interpret all Plan provisions, including the right to remedy possible ambiguities, inconsistencies and/or omissions in the Plan and related documents; to make determinations in regards to issues relating to eligibility for benefits; to decide disputes that may arise relative to a Plan Participants' rights; and to determine all questions of fact and law arising under the Plan.

Named Fiduciary and Plan Administrator

The Named Fiduciary and Plan Administrator is City of Manitowoc, who will have the authority to control and manage the operation and administration of the Plan. The Plan Administrator (or similar decision-making body) has the sole authority and discretion to: establish the terms of the Plan; determine any and all questions in relation to the administration, interpretation or operation of the Plan, including, but not limited to, eligibility under the Plan, the terms and provisions of the Plan, and the meaning of any alleged vague or ambiguous term or provision; determine payment of benefits or claims under the Plan; and to decide any and all other matters arising under the Plan. The Plan Administrator has the final and discretionary authority to determine the Usual & Customary amount.

Contributions to the Plan

The amount of contributions to the Plan is to be made on the following basis:

Contributions to the Plan are made by the Employer, which include Employee and Dependent contributions. The Employer reserves the right to increase or decrease Employee or Dependent contributions requirements from time to time. Notwithstanding any other provision of the Plan, the Employer's obligation to pay claims under the terms of the Plan will be limited to its obligation to make contributions to the Plan. Payment of claims in accordance with these procedures will discharge completely the Employer's obligation with respect to such payments. In the event that the Employer terminates the Plan, the Employer and Covered Employees will have no further obligation to make additional contributions to the Plan as of the effective date of termination of the Plan.

Plan Modification and Amendments

Subject to any negotiated agreements, the Employer may modify, amend, or discontinue the Plan without the consent of or notice to Employees. Any changes made shall be binding on each Employee and on any other Covered Persons. This right to make Amendments shall extend to amending the coverage (if any) granted to retirees covered under the Plan, including the right to terminate such coverage (if any) entirely.

Termination of Plan

The Employer reserves the right at any time to terminate the Plan. The termination must be in writing. All previous contributions by the Employer will be used to pay benefits under the provisions of this Plan for claims arising before termination, or will be used to provide similar health benefits to Covered Employees, until all contributions are exhausted.

Plan is not a Contract

This Plan Document and any Amendments constitute the terms and provisions of coverage under this Plan. The Plan Document shall not be deemed to constitute a contract of any type between the Company and any Participant or to be consideration for, or an inducement or condition of, the employment of any Employee. Nothing in this Plan Document shall be deemed to give any Employee the right to be retained in the service of the Company or to interfere with the right of the Company to discharge any Employee at any time; provided, however, that the foregoing shall not be deemed to modify the provisions of any collective bargaining agreements which may be entered into by the Company with the bargaining representatives of any Employees.

Claim Procedure

The Employer will provide adequate notice in writing to any Covered Employees whose claim for benefits under this Plan has been denied, setting forth the specific reasons for such denial and written in a manner calculated to be understood by the Employee. Further, the Employer will afford a Reasonable opportunity to any Employee, whose claim for benefits has been denied, for a full and fair review of the decision denying the claim by the person designated by the Employer for that purpose.

Protection against Creditors

Benefit payments under this Plan are not subject in any way to alienation, sale, transfer, pledge, attachment, garnishment, execution, or encumbrance of any kind. Any attempt to sell, transfer, garnish, or otherwise attach benefit payments under the plan in violation of this restriction will be void. If the Employer discovers an attempt has been made to attach, garnish, or otherwise improperly assign or sell a benefit payment in violation of this section that would be due to a current or former Covered Employee, the Employer reserves the right to terminate the interest of that individual in the payment, and instead apply that payment to or for the benefit of the Covered Employee, dependents or spouse as the Employer may otherwise decide. The application of the benefit payment in this manner will completely discharge all liability for such benefit payment.

Indemnification of Employees

No director, officer, or Employee of the Employer or of the Claims Administrator will incur any personal liability for the breach of any responsibility, obligation, or duty in connection with any act or omission done in good faith in the administration or management of the Plan, and will be indemnified and held harmless by the Employer from and against any such personal liability, including all expenses reasonably incurred in his defense if the Employer fails to provide such defense. The Employer and the Plan may individually obtain Fiduciary liability coverage consistent with applicable law.

National Correct Coding Initiative

Where not otherwise specified, this Plan follows National Correct Coding Initiative (NCCI) for coding, modifiers, bundling/unbundling, and payment parameters. Other guidelines may be applicable where NCCI is silent. The Plan Administrator has full discretionary authority to select guidelines and/or vendors to assist in determinations.

Note: The following section is an overview of the Plan.

**BENEFIT OVERVIEW
FOR
CITY OF MANITOWOC**

Eligibility Provisions

The Employee should notify the Employer of eligibility changes (i.e., Total Disability, retirement, Medicare eligibility, change in Dependent status – birth, marriage, divorce, etc.) as soon as possible.

EFFECTIVE DATE OF PLAN

April 1, 2012, and rewritten January 1, 2014.

ELIGIBLE CLASS

All individuals who work for the Employer for at least 40 hours per two (2) week pay period on a regular basis. Other part-time, seasonal and temporary Employees and independent contractors are not eligible under the Plan except as specifically covered by labor agreement or resolution of the Common Council. Eligible Retirees as defined in the Plan are also eligible.

EMPLOYEE EFFECTIVE DATE

An individual will be eligible on the first of the month coincident with or next following 30 days of continuous Active Work. Non-eligible Employees who become eligible Employees are subject to the Waiting Period.

CONTRIBUTION

The Plan may be evaluated from time to time to determine the amount of Employee contribution (if any) required.

** Please see the **Eligibility for Coverage** section for further details.*

**Hospital Pre-Admission Certification
Continued Stay Review**

MANAGED CARE

The Plan requires that all non-Emergency Inpatient Hospitalizations (Hospital, Skilled Nursing Facility, Birthing Center, and other facilities) be pre-certified by the Review Organization 48 hours prior to the Hospitalization; all Emergency Inpatient Hospitalizations must be reported by the end of the second working day following admission. If an in-Hospital stay is not pre-certified by the Review Organization, benefits related to the Hospitalization will be reduced by \$250. (The penalty does not apply to the Annual Deductible or Out-of-Pocket Maximum.)

Please refer to the **Managed Care section for further details.*

PLAN LIMITATIONS AND MAXIMUMS OVERVIEW

Negotiated Fee or Usual, Reasonable and Customary	All charges are subject to either the Negotiated Fee (if the Provider is a Network Provider) or the Usual, Reasonable and Customary (U&C) fee for the area in which the service or supply is received, unless otherwise noted.
Hospital Room and Board Limitation	Semi-private rate
Intensive Care Unit Limitation	ICU rate
Skilled Nursing Facility Room and Board Limitation	Semi-private rate
Maximum Benefit for All Medical Expenses (Includes all other maximums) Starting January 1, 2014	Unlimited
Maximum Benefit for TMJ (Temporomandibular Joint Disorder)	\$1,250 per Calendar Year
Maximum Benefit for Skilled Nursing Facility	60 days per Convalescent Period
Maximum Benefit for Home Health Care	40 visits per Calendar Year

SCHEDULE OF MEDICAL BENEFITS PPO NETWORK PLAN

The Plan utilizes a Preferred Provider Organization (PPO) that, through negotiation, offers discounts for using the preferred providers for medical care. If the Covered Person utilizes the PPO providers for eligible services, the Covered Person will receive the in-network benefit listed below. To obtain a list of the preferred providers, please reference the information provided on the ID card.

*ALL services under the PPO Plan must be provided by participating providers to be covered at the Network benefit level. Services received elsewhere will be paid at the Non-Network level. If any of the following circumstances apply, benefits will be payable at the Network level, however, Usual, Reasonable and Customary will apply to those Non-Network fees: *

- *All services obtained through Network Facilities (i.e., services at a participating provider may include billed charges by a non-network provider, such as an x-ray technician or an emergency physician who is not a participating provider).*
- *Emergency medical care received at a non-network provider; or*
- *Services provided by a specialist who is a non-network provider when a referral is made for such treatment by a network provider. The treatment provided by the specialist must not be available in network.*

Claims Audit

In addition to the Plan's Medical Record Review process, the Plan Administrator may use its discretionary authority to utilize an independent bill review and/or claim audit program or service for a complete claim. While every claim may not be subject to a bill review or audit, the Plan Administrator has the sole discretionary authority for selection of claims subject to review or audit.

The analysis will be employed to identify charges billed in error and/or charges that are not Usual, Reasonable and Customary and/or Medically Necessary and Reasonable, if any, and may include a patient medical billing records review and/or audit of the patient's medical charts and records.

Upon completion of an analysis, a report will be submitted to the Plan Administrator or its agent to identify the charges deemed in excess of the Usual, Reasonable and Customary and Reasonable amounts or other applicable provisions, as outlined in this Plan Document.

Despite the existence of any agreement to the contrary, the Plan Administrator has the discretionary authority to reduce any charge to a Usual, Reasonable and Customary and Reasonable charge, in accord with the terms of this Plan Document.

	NETWORK PROVIDERS % of Network negotiated fee	NON-NETWORK PROVIDERS % of Usual & Customary
MAXIMUM PLAN YEAR BENEFIT AMOUNT STARTING JANUARY 1, 2014	Unlimited	
Note: The Network and Non-Network deductible, Out-of-Pocket maximums and any other benefit maximums cross-satisfy one another.		
DEDUCTIBLE, PER CALENDAR YEAR		
Per Covered Person	\$1,500*	\$3,000*
Per Family Unit	\$3,000*	\$6,000*
*Note: If the Employee participates in the Wellness Screening, the Deductible may be reduced by Health Reimbursement Account funds.		
The deductible does not apply to: <ul style="list-style-type: none"> • PPO Second Surgical Opinion; • PPO Pre-Admission Testing; • PPO Office Visit; • PPO Occupational Therapy, Physical Therapy, and Speech Therapy; • PPO Outpatient Surgery Professional fee; • PPO Outpatient Surgery facility fee for Preferred Plus Providers; • PPO Office Visit Surgery; • Skilled Nursing Facility; • Home Health Care; • Hospice; • PPO Routine (except lead tests); • Routine Vision Exam (to age 5); • PPO Chiropractic Care; • Prescription Drugs; and • Organ Transplant benefits when performed through the National Union Fire Transplant Program. 		
MAXIMUM OUT-OF-POCKET AMOUNT, PER CALENDAR YEAR (Does not include Deductible)		
The Out-of-Pocket is the maximum amount paid by the Covered Person in the Plan Year. Charges noted below as not applying to the Out-of-Pocket do not calculate toward the Out-of-Pocket amount.		
Per Covered Person	\$500	\$3,000
Per Family Unit	\$1,000	\$6,000
The Plan will pay the designated percentage of Covered Charges until out-of-pocket amounts are reached, at which time the Plan will pay 100% of the remainder of Covered Charges for the rest of the Calendar Year unless stated otherwise.		

	NETWORK PROVIDERS % of Network negotiated fee	NON-NETWORK PROVIDERS % of Usual & Customary
The following charges do not apply toward the out-of-pocket maximum and are never paid at 100%:		
<ul style="list-style-type: none"> • Cost containment penalties; • Deductibles • Ineligible charges; • Amounts over the Usual & Customary; and • Organ Transplant benefits when performed through the National Union Fire Transplant Program. 		
MAXIMUM COPAYMENT OUT-OF-POCKET AMOUNT, PER CALENDAR YEAR		
Per Covered Person	\$4,850	N/A
Per Family Unit	\$9,700	N/A
COVERED SERVICES PROFESSIONAL FEES - See separate categories for Infertility, Preventive, Psychiatric Care, Organ Transplants, Rehabilitation, Jaw Joint/TMJ, and Pregnancy		
Allergy Injections/Serum Office	90% after deductible	70% after deductible
Allergy Injections/Serum Inpatient/Outpatient	90% after deductible	70% after deductible
Allergy Testing Office	90% after deductible	70% after deductible
Allergy Testing Inpatient/Outpatient	90% after deductible	70% after deductible
Ambulance Service City of Manitowoc will always be considered PPO	90% after deductible	Paid at Network Level
Chemotherapy/Radiation Therapy Office Pre-authorization is required for prescribed treatment.	90% after deductible	70% after deductible
Chemotherapy/Radiation Therapy Inpatient/Outpatient Pre-authorization is required for prescribed treatment.	90% after deductible	70% after deductible
Chiropractic/Spinal Manipulation	\$50 co-payment*, then 100% deductible waived	70% after deductible
*Note: If the Employee participates in the Wellness Screening, the co-payment may be reduced up to \$10 by Health Reimbursement Account funds.		
Contraceptives The administration and supply for injectables, diaphragms, implants, IUD's, and office visits and laboratory work associated with contraceptives and sterilization procedures for females.	Paid same as routine	Not Covered
Custom Molded Foot Orthotics	90% after deductible	70% after deductible

	NETWORK PROVIDERS % of Network negotiated fee	NON-NETWORK PROVIDERS % of Usual & Customary
Diabetic Supplies (see the Prescription Drug section for diabetic medications covered under the Prescription Drug Program)	90% after deductible	70% after deductible
Diagnostic Lab/X-ray Emergency Room	90% after deductible	Paid at Network level
Diagnostic Lab by Independent Lab	100% deductible waived	70% after deductible
Diagnostic Lab/X-ray Inpatient and Outpatient	90% after deductible	70% after deductible
Diagnostic Lab/X-ray Office	100% deductible waived	70% after deductible
Diagnostic X-ray Office Radiologist Fees	100% deductible waived	70% after deductible
Diagnostic Office MRI	90% after deductible	70% after deductible
Durable Medical Equipment	90% after deductible	70% after deductible
Home Health Care 40 visits Calendar Year maximum	100% deductible waived	Paid at Network Level
Hospice Care	100% deductible waived	Paid at Network Level
Injections Office/Home	100% deductible waived	70% after deductible
Injections Inpatient/Outpatient	90% after deductible	70% after deductible
Orthotics	90% after deductible	70% after deductible
Other Covered Services	90% after deductible	70% after deductible
Physician Emergency Room Visits	90% after deductible	Paid at Network level
Physician Inpatient Visits	90% after deductible	70% after deductible
Physician Office Visits	\$50 co-payment*, then 100% deductible waived	70% after deductible
*Note: If the Employee participates in the Wellness Screening, the co-payment may be reduced up to \$10 by Health Reimbursement Account funds.		
Note: The office visit co-payment applies to the Evaluation and Management fee only, however, the following network office services pay at 100% Deductible waived: non-allergy injections, laboratory, x-rays (except MRI's), and supplies.		
Physician Outpatient Visits	90% after deductible	70% after deductible
Private Duty Nursing	90% after deductible	70% after deductible
Prosthetics	90% after deductible	70% after deductible
Supplies Non Durable Office	100% deductible waived	70% after deductible
Supplies Non Durable Other	90% after deductible	70% after deductible
Surgery below includes professional fees for anesthesia and assistant surgeon		
Surgery Inpatient	90% after deductible	70% after deductible

	NETWORK PROVIDERS % of Network negotiated fee		NON-NETWORK PROVIDERS % of Usual & Customary
Surgery Office	100% deductible waived		70% after deductible
Surgery Outpatient	100% deductible waived		50% after deductible
Urgent Care Clinic (Free-standing facility)	\$50 co-payment*, then 100% deductible waived		70% after deductible
Urgent Care MRI	90% after deductible		70% after deductible
*Note: If the Employee participates in the Wellness Screening, the co-payment may be reduced up to \$10 by Health Reimbursement Account funds.			
COVERED SERVICES HOSPITAL FEES - See separate categories for Infertility, Preventive, Psychiatric Care, Organ Transplants, Rehabilitation, Jaw Joint/TMJ, and Pregnancy			
Note: Certain hospital benefits are expanded if Participants elect to use designated Preferred Plus Providers. See the hospital lines in the Schedule of Benefits for those differentials. Preferred Plus Providers are those identified as providing the best overall hospital value – as measured by FocusHealth cost and quality.			
	PREFERRED PLUS PROVIDERS	OTHER NETWORK PROVIDERS	NON-NETWORK PROVIDERS
Birth Center	90% after deductible	\$1,000 co-payment per stay, then 90% after deductible	\$1,000 co-payment per stay, then 70% after deductible
Inpatient Room and Board Limited to the semiprivate room rate.	90% after deductible	\$1,000 co-payment per stay, then 90% after deductible	\$1,000 co-payment per stay, then 70% after deductible
Inpatient Rehabilitation Facility	90% after deductible		70% after deductible
Intensive Care Unit Limited to the Hospital's ICU Charge	90% after deductible	\$1,000 co-payment per stay, then 90% after deductible	\$1,000 co-payment per stay, then 70% after deductible
Inpatient Miscellaneous Charges	90% after deductible		70% after deductible
Outpatient Emergency Room Co-pay waived if admitted to Hospital.	\$200 co-payment, then 90% after deductible (\$400 then 90% after deductible per event per family maximum)		Paid at Network level
Outpatient Pre-Admission Must be done within 7 days of admission.	100% deductible waived		70% after deductible
Outpatient Diagnostic	90% after deductible		70% after deductible
Outpatient Surgery	100% deductible waived	90% after deductible	50% after deductible
Outpatient Other Services	90% after deductible		70% after deductible
Skilled Nursing Facility 60 days per Convalescent Period	100% deductible waived		Paid at Network level
Urgent Care Room (Hospital billed)	\$50 co-payment*, then 100% deductible waived		70% after deductible
*Note: If the Employee participates in the Wellness Screening, the co-payment may be reduced up to \$10 by Health Reimbursement Account funds.			
Outpatient Clinic Fee (Hospital billed)	90% after deductible		70% after deductible

	NETWORK PROVIDERS % of Network negotiated fee	NON-NETWORK PROVIDERS % of Usual & Customary
COVERED SERVICES FOR BOTH PROFESSIONAL AND HOSPITAL FEES FOR THE FOLLOWING DIAGNOSES:		
Jaw Joint/TMJ \$1,250 Calendar Year maximum for non-surgical treatment	Paid same as any other Illness	Paid same as any other Illness
Organ Transplants – through the National Union Fire Organ Transplant Program (Pre-certification is required, see penalty for not Pre-certifying in the Cost Management Services Section. Pre-certification must be made prior to referral to a transplant physician for workup or evaluation. Failure to do so may result in a decrease or denial of benefits) <i>(Benefits do not apply to the Out-of-Pocket)</i>	100% deductible waived	80% deductible waived
Organ Transplants – not through the National Union Fire Transplant Program (Pre-certification is required, see penalty for not Pre-certifying in the Cost Management Services Section. This coverage is only available to those individuals who have been denied from coverage through the National Union Fire Transplant Program. A written denial from National Union Fire must be obtained. Refer to the list of covered transplants in the Medical Benefit section) \$10,000 procurement Maximum	90% after deductible	70% after deductible
Pregnancy One mental health screening during a pregnancy for pre-partum depression and one mental health screening six months after a live birth, stillbirth, or miscarriage for postpartum depression.	Paid same as any other Illness	Paid same as any other Illness

Preventive Care		
Routine Exams- (Ages 2 and up) Pap smear, Prostate screening, Other X-ray and lab testing, Mental Health screening – One per Calendar Year; Smoking cessation– evaluation and management fees only	100% deductible waived	Not Covered
Routine Adult Immunizations (Ages 6 and up)	100% deductible waived	Not Covered
Routine Adult Mammogram: Prior to age 40: not covered unless family history 40 and older: 1 every Calendar Year	100% deductible waived	70% after deductible
Routine Adult Colon/Rectal lab tests Same frequency and age limit as surgery below Routine Surgeries (colonoscopy) ages 50 and older unless family history at the frequency levels established by the American Cancer Society Family history: mother, sister, father or brother and Physician notes indicating recommendation	100% deductible waived	Not Covered
Routine Vision Exam (to age 5) Limited to 1 per person per year	100% deductible waived	Not Covered
Well Child Care (to age 2)	100% deductible waived	Not Covered
Well Child Lab & X-ray (to age 2)	100% deductible waived	Not Covered
Well Child Immunizations (to age 6)	100% deductible waived	Not Covered
Well Child Blood Lead Tests (6 months to 6 years)	100% deductible waived	70% after deductible

Psychiatric Care - Mental Disorders/Autism			
	PREFERRED PLUS PROVIDERS	OTHER NETWORK PROVIDERS	NON-NETWORK PROVIDERS
Inpatient Treatment	90% after deductible	\$1,000 co-payment per stay, then 90% after deductible	\$1,000 co-payment per stay, then 70% after deductible
Transitional Treatment	90% after deductible		Paid at Network level
Outpatient Treatment	90% after deductible		Paid at Network level
Psychiatric Care – Substance Abuse			
	PREFERRED PLUS PROVIDERS	OTHER NETWORK PROVIDERS	NON-NETWORK PROVIDERS
Inpatient Treatment	90% after deductible	\$1,000 co-payment per stay, then 90% after deductible	\$1,000 co-payment per stay, then 70% after deductible
Transitional Treatment	90% after deductible		Paid at Network level
Outpatient Treatment	90% after deductible		Paid at Network level
REHABILITATION THERAPY FOR BOTH PROFESSIONAL AND HOSPITAL FEES (Inpatient hospital fees are included in inpatient miscellaneous hospital fees above)			
Cardiac Rehabilitation Office/Inpatient/ Outpatient 3 one hour sessions per week up to 12 weeks Phase II only	90% after deductible		70% after deductible
Home Infusion Therapy Home	90% after deductible		70% after deductible
Occupational Therapy Office/Outpatient	\$50 co-payment*, then 100% deductible waived		70% after deductible
Physical Therapy Office/Outpatient	\$50 co-payment*, then 100% deductible waived		70% after deductible
Speech Therapy Office/Outpatient	\$50 co-payment*, then 100% deductible waived		70% after deductible
*Note: If the Employee participates in the Wellness Screening, the co-payment may be reduced up to \$10 by Health Reimbursement Account funds.			

PRESCRIPTION DRUG BENEFIT

Prescription drugs are covered under the prescription drug card program which is not administered by the Plan Supervisor. Please contact the Human Resources Department for further information.

If a Prescription Drug is purchased at a Participating Pharmacy but the Card is not used or if the prescription drug is filled at a non-participating pharmacy, the Covered person must pay the entire cost of the prescription drug at the time of the purchase and submit the charges to the Prescription Drug Company. Reimbursement of these prescriptions may be reduced by the negotiated contracted price or the usual and customary charge of the prescription drugs, whichever is less, less the co-payment listed as shown below.

First dollar of all Prescription Drug tiers (as listed below) will be applied to \$200 Prescription Deductible per Family. This does not apply to the Medical Deductible as listed above.

Pharmacy Option

Limited to a 30-day supply

Generic drugs

Co-payment \$24

Formulary Brand Name drugs

Co-payment \$60

Non-Formulary Brand Name drugs

Co-payment \$90

Aspirin, Generic only and OTC requires a prescription (Men age 45 to 79 and Women age 55 to 79),
Folic acid, Generic only and OTC requires a prescription (Women to age 55),
Iron supplements, OTC requires a prescription (children age 6 to 12 months),
Oral fluoride pills (children 6 months to 6 years), and
Erythromycin ophthalmic ointment (newborn 0 to 3 months)

Co-payment \$0

Mail Order Prescription Drug Option

Available for maintenance drugs. Maintenance drugs are those taken for long periods of time, such as drugs sometimes prescribed for heart disease, high blood pressure, asthma, etc.

Limited to a 90-day supply

Generic drugs

Co-payment \$48

Formulary Brand Name drugs

Co-payment \$120

Non-Formulary Brand Name drugs

Co-payment \$180

Appetite Suppressants pay 50% to a Lifetime Maximum of \$500

Birth Control pays 50% to \$500 Calendar Year Maximum Generic Incentive Program (oral contraceptives excluded) – \$0 co-payment for generics incentive medications. Please refer to a preferred list of select therapeutic categories.

Smoking cessation products including OTC gum, lozenges, and patch - first \$150.00 of medication cost is covered by City of Manitowoc - \$0.00 copay to member. After first \$150.00 is paid out, member pays 50% of medication cost and City of Manitowoc pays 50% up to a 3 month lifetime supply.

* Generic Contraceptive Prescription drugs are a \$0 co-payment with first dollar coverage, as required under PPACA.

* Certain Prescriptions written for Preventive care may be covered at the generic level if no generic option is available, as required under PPACA. For a complete list of covered Prescription drugs and for information regarding drugs covered for Preventive care, please refer to the website or booklet information provided by the company identified on your Drug Card.

Note: Specialty Medications are limited to 30-day supply through mail order.

Quantity Limits

Certain drugs have quantity limits to encourage appropriate drug usage, enhance drug therapy and reduce costs. The quantity limit is the maximum quantity that can be dispensed over a given period of time. When a physician prescribes a medication for you that exceeds the quantity limit established by the plan, your pharmacist will receive an electronic message stating that the quantity of medication as written exceeds normal limits and is not covered without Prior Authorization. At this point, the pharmacist must contact the physician to change the prescription or the physician may choose to submit a written request if the prescription as written is medically necessary. Contact the PBM on your Drug Card if you have questions about quantity limits for your prescriptions.

Dose Optimization

The Dose Optimization program is designed to reduce prescription costs. It also makes it easier and more convenient to comply with the drug therapy regimen by reducing the number of times you need to take a medication each day. The program includes drugs that have been approved for once-a-day doses and have different strengths available at similar costs. For example, a drug may have a 10mg tablet that costs the same as a 20mg tablet. Taking one 20mg tablet is more cost-effective than taking two 10mg tablets per day. When a physician prescribes a medication for you that exceeds the dosing limits established by the plan, your pharmacist will receive an electronic message stating that the quantity of medication as written exceeds normal limits and is not covered without Prior Authorization. At this point, the pharmacist must contact the physician to change the prescription or the physician may choose to submit a written request if the prescription as written is medically necessary. Contact the PBM on your Drug Card if you have questions about dose optimization opportunities for your prescriptions.

HRA BENEFIT

An Employer Sponsored Health Reimbursement Arrangement (HRA) is an arrangement that: (1) is paid for solely by the Employer and not provide pursuant to salary reduction or otherwise under a Section 125 cafeteria plan; (2) reimburses the Employee for eligible medical care Expenses Incurred by a Covered Person; and (3) provides reimbursements up to the maximum dollar amount as shown in the Schedule of Benefits.

Any unused portion of the dollar maximum amount at the end of the Plan Year is carried forward to increase the maximum reimbursement amount in subsequent Plan Years; the carry-over amount is limited to \$200. If an HRA fund is exhausted in a Plan Year, no further services will be reimbursed for that Plan Year, and once additional funds are added the following Plan Year, previous expenses cannot be reimbursed.

An Employee's HRA may only be used to reimburse the Provider/Employee for covered expenses that are applied to the Plan Year Deductible or Co-payments All eligible expenses will automatically roll over from the medical plan to the HRA plan for consideration.

Eligible Expenses may not be incurred prior to the effective date of the HRA.

If a regular Employee terminates coverage through the Plan (e.g., terminates employment, ceases to meet the eligibility requirements) the HRA balance is available for services prior to termination as long as the claim has been submitted for reimbursement within the timely filing guidelines as defined by the medical plan. The only exception to this rule will be for retirees. Retirees can continue to use their HRA funds until it is gone. The Company will not make additional contributions to the HRA once the Employee retires.

ELIGIBILITY

EMPLOYEE ELIGIBILITY: Employees who belong to an **Eligible Class** of Employees are eligible for coverage under this Plan following the waiting period.

ELIGIBLE CLASS:

- Active Employees who work for The Company at least 40 hours per two week pay period on a regular basis. Regular basis means an Employee is regularly at work for a period of four weeks in a row and is not classified as seasonal; such work may occur either at the usual place of business of the Company or at a location to which the business of the company requires the Employee to travel and for which he or she receives regular earnings from the company.
- As otherwise specified in a collective bargaining agreement with the City of Manitowoc and/or as enacted by a resolution of the Common Council.
- Prior to July 1, 2014, Retirees, regardless of age, who retire in accordance with a City-sponsored retirement plan, providing they were covered under this plan on the day immediately preceding the date of retirement, however, if the retiree terminates coverage through the City, the retiree is no longer eligible for coverage at any future date. The surviving spouse of a deceased retiree is also included in this provision.
- Effective July 1, 2014, Retirees, to age 65, who retire in accordance with a City-sponsored retirement plan, providing they were covered under this plan on the day immediately preceding the date of retirement, however, if the retiree terminates coverage through the City, the retiree is no longer eligible for coverage at any future date. The surviving spouse of a deceased retiree is also included in this provision. Any eligible Retiree age 65 or Medicare eligible age will be ineligible for coverage under this plan. However, Spouses, under the age of 65, and eligible Dependents of a Retired Employee will remain eligible for coverage until Spouse turns age 65 or becomes Medicare eligible age.

WAITING PERIOD: An employee is eligible the first day of the month following coincident with a waiting period of 30 days of continuous employment with the Employer.

A “waiting period” is the time between the first day of employment and the first day of coverage under the plan.

A group health plan may not base rules for eligibility for coverage upon an individual being “actively at work,” if a health factor is present. If a plan participant is absent from work due to a health factor, for purposes of plan eligibility, the individual is to be considered actively at work.

EMPLOYEE EFFECTIVE DATE

Employee coverage under the Plan shall become effective on the date of the Employee’s eligibility provided he/she has made written application for such coverage on or before such date and any required contribution is paid. The Employee must apply for coverage within 31 days of eligibility for coverage to be effective on the date of eligibility. Please see the Enrollment section for all requirements of Timely, Special and Late Enrollees. For persons validly covered under a prior group plan of this Plan Administrator on the date that coverage was replaced by this Plan, the effective date will be the date of this Plan or the date of the conversion to this Plan.

DEPENDENT ELIGIBILITY

The following persons are eligible for Dependent Coverage under this plan:

1. **LAWFUL SPOUSE** – An Employee’s or Retiree’s lawful spouse in the state of residence, living in the same country, if not legally separated or divorced. An Employee’s registered domestic partner will also be eligible for coverage. The Plan Administrator may require documentation proving a legal marital relationship or registered domestic partnership.

Registered Domestic Partners. For purposes of all benefits granted to City of Manitowoc employees arising from their employment by the City of Manitowoc, the State-registered domestic partner of an employee shall be treated identically to the spouse of an employee, except where prohibited by law.

Not considered eligible for spousal coverage:

- a) Common Law Spouses; and
- b) Same sex marriages (note: benefits to the spouse are not tax Deductible for the Employer and benefits would be taxable to the Employee).

Both a and b above require that you register with the state for the appropriate tax classifications.

If a divorce is pending, a Spouse cannot be dropped from coverage until the divorce is finalized. A finalized divorce decree must be submitted in order to drop Spouse’s coverage from this Plan.

2. **CHILDREN TO AGE 26** - An Employee’s child up to age 26 is eligible for coverage through this plan regardless of marital status, employment status, or existence of other coverage. However, if the child has coverage through their own employer or through their own spouse, then this coverage will pay all benefits as secondary to that coverage as outlined in the Coordination of Benefits section in this plan document. When the child reaches limiting age, coverage will end on the last day of the child’s birthday month.

MILITARY SERVICE EXTENSION (WISCONSIN STATE MANDATE): A child enrolled in this plan under this eligibility section who is under age 27 and who is called to federal active military service duty in the National Guard or a reserve component of the U.S. armed forces while the child was attending, on a full time basis, an institution of higher education, and such full time service call interrupts their eligibility for coverage under this plan past the date the child reaches age 26, will be eligible for coverage under this Plan for up to twelve months of coverage if over the limiting age, upon release/return from active service duty provided the child returns to school as a full-time student within 12 months of fulfilling the active duty obligation.

3. **DEVELOPMENTALLY DISABLED OR PHYSICALLY HANDICAPPED CHILDREN** – An Employee’s unmarried Dependent Child who is incapable of self-sustaining employment by reason of Developmental Disability or physical handicap, primarily dependent upon the participant for support and maintenance and covered under this Plan when the Child reaches the limiting age. Proof of physical or mental handicap must be submitted to the Plan Administrator within 31 days of the covered Dependent reaching the limiting age. Thereafter, proof may be required annually.
4. **CHILDREN ENTITLED TO COVERAGE** – as the result of one of the following:
 - a. Qualified Medical Child Support Order (QMCSO);
 - b. A National Medical Support Order;
 - c. Divorce Decree; and
 - d. Court Order.

The term "Child" or "Children" as referenced in the above sections includes:

- a) An Employee's natural Child;
- b) An Employee's adopted Child (from the date of placement);
- c) An Employee's stepchild;
- d) An Employee's grandchild or until the Dependent Child's parent is age 18;
- e) Any other Child for whom the Employee has Legal Guardianship or for a Child for whom the Employee had noted Legal Guardianship on the Child's 18th birthday (proof is required).

An "adopted Child (from the date of placement)" refers to a Child whom the Employee has adopted or intends to adopt, whether or not the adoption has become final, who has not attained the age of 18 on the date of such placement for adoption. The term placement means the assumption and retention by such Employee of a legal obligation for total or partial support of the Child in anticipation of adoption of the Child. The Child must be available for adoption and the legal process must have commenced.

At any time, the Plan may require proof that a Spouse or a Child qualifies or continues to qualify as a Dependent as defined by the Plan.

If both husband and wife are employed by the Employer and both are eligible for Dependent Coverage, either the husband or wife, but not both, may elect Dependent Coverage for their eligible Dependents.

Excluded Dependents include: other individuals living in the covered Employee's home, but who are not eligible as defined; the legally separated or divorced former spouse of the Employee; any person who is on active duty in any military service of any country; or any person who is eligible for coverage under this Plan as an Employee.

DEPENDENT EFFECTIVE DATE

A Dependent will be considered eligible for coverage on the date the Employee becomes eligible for Dependent Coverage, subject to all limitations and requirements of this Plan. Each Employee who makes such written request for Dependent Coverage on a form approved by the Employer shall, become covered for Dependent Coverage as follows:

1. If the Employee makes such written request on or before the date he or she becomes eligible for Dependent Coverage, or within the time frame listed in "Employee Eligibility" to enroll, the Employee shall become covered, with respect to those persons who are then his or her Dependents, on the date he or she becomes covered for participant coverage.
2. If the Dependent is a **Newborn** child or newly **adopted** child, then the Dependent is eligible for coverage from the date of the event (i.e., birth or date of placement). The newly-acquired Dependent, if family coverage is not in force, must be enrolled and the Claims Administrator notified **within 60 days** of the date of the event. Benefits will not be paid until the Dependent is enrolled.
3. If a Dependent is acquired other than at the time of his birth due to a court order, decree, or marriage, coverage for this new Dependent will be effective on the date of such court order, decree, or marriage if Dependent Coverage is in effect under the Plan at that time and proper enrollment is completed within 31 days of the event. If the Employee does not have Dependent Coverage in effect under the Plan at the time of the court order, decree, or marriage and requests such coverage and properly enrolls this new Dependent within the 31 day period immediately following the date of the court order, decree, or marriage, then Dependent Coverage will be retroactive to the date of the court order, decree, or marriage.

TIMELY ENROLLMENT

The enrollment will be “timely” if the enrollment form is completed no later than 31-days after the person becomes eligible for the coverage, either initially or under a Special Enrollment Period.

LATE ENROLLMENT

Enrollment for coverage is required within 31 days of the date an individual would otherwise be eligible (60 days for newborn or adopted dependents). If enrollment is not completed within that time, or if a covered Employee's and/or Dependent's coverage terminates because of failure to make a contribution when due, such person will be considered a Late Enrollee. Some late enrollments may be made under the following Special Enrollment provision; however, if the Special Enrollment provisions do not apply, a Late Enrollee will only be eligible to enroll during the Open Enrollment period designated by the Company and will be effective the first of the month following application.

SPECIAL ENROLLMENT PERIODS

The Enrollment Date for anyone who enrolls under a Special Enrollment Period is the first date of coverage. Thus, the time between the date a Special Enrollee first becomes eligible for enrollment under the Plan and the first day of coverage is not treated as a Waiting Period.

Individuals losing other coverage (proof is required). An Employee or Dependent, who is eligible, but not enrolled in this Plan, may enroll if each of the following conditions is met:

1. The Employee or Dependent was covered under a group health plan or had health insurance coverage or coverage through a state Medicaid or Children's Health Insurance Program (CHIP) program, at the time coverage under this Plan was previously offered to the individual.
2. If required by the Plan Administrator, the Employee stated in writing at the time that coverage was offered that the other health coverage was the reason for declining enrollment.
3. The coverage of the Employee or Dependent who had lost the coverage was under COBRA and the COBRA coverage was exhausted, or was not under COBRA and:
 - a. the coverage was terminated as a result of loss of eligibility for the coverage (including as a result of legal separation, divorce, death, termination of employment or reduction in the number of hours of employment or other cancellation by the Medicaid or CHIP program providing coverage); or
 - b. Employer contributions towards the coverage were terminated; or
 - c. the Covered Person reaches or exceeds the Plan Year maximum benefit within the plan.
4. The Employee or Dependent requests enrollment in this Plan no later than 31-days after the date of exhaustion of COBRA coverage or the termination of coverage or Employer contributions, described above. Coverage will begin no later than the first day of the first calendar month following the date the completed enrollment form is received.

5. If the loss of coverage was through a Medicaid or CHIP program, the Employee or Dependent requests enrollment in this Plan no later than 60-days after the date of exhaustion or cancellation by the Medicaid or CHIP program. Coverage will begin no later than the first day of the first calendar month following the date the completed enrollment form is received.

If the Employee or Dependent lost the other coverage as a result of the individual's failure to pay premiums or required contributions or for cause (such as making a fraudulent claim), that individual does not have a Special Enrollment right.

Dependent beneficiaries if:

1. The Employee is a participant under this Plan (or has met the Waiting Period applicable to becoming a participant under this Plan and is eligible to be enrolled under this Plan but for a failure to enroll during a previous enrollment period), and
2. A person becomes a Dependent of the Employee through marriage, birth, adoption or placement for adoption: or
3. The Dependent was previously covered through a Medicaid or CHIP program, and has lost eligibility for coverage through said program,

then the Dependent (and if not otherwise enrolled, the Employee) may be enrolled under this Plan as a covered Dependent of the covered Employee. In the case of the birth or adoption of a Child, the spouse of the covered Employee may be enrolled as a Dependent of the covered Employee if the spouse is otherwise eligible for coverage.

The Dependent Special Enrollment Period is a period of 60-days and begins on the date of the marriage, birth, adoption or placement for adoption. If the reason for enrollment is loss of coverage through a Medicaid or CHIP program, the Special Enrollment Period is a period of 60-days and begins on the date of loss of coverage through that plan.

The coverage of the Dependent enrolled in the Special Enrollment Period will be effective:

1. in the case of marriage, the first day of the month following the date of marriage;
2. in the case of a Dependent's birth, as of the date of birth; or
3. in the case of a Dependent's adoption or placement for adoption, the date of the adoption or placement for adoption.
4. in the case of a loss of coverage through Medicaid or CHIP, the date of the loss of said coverage.

OPEN ENROLLMENT

During the annual open enrollment period, Employees and Dependents who are Late Enrollees will be able to enroll in the Plan.

During the annual open enrollment established by the Employer, an eligible Employee currently enrolled in the Plan may elect to change coverage for himself and his eligible Dependents. An Employee will not be permitted to change any benefit election for a Plan Year after the deadline established by the Plan Administrator for the timely filing of such elections, unless the Employee experiences a Special Enrollment event. If an Employee experiences a Special Enrollment Event, the Employee will be allowed to change plans for himself and his eligible Dependents.

Plan Participants will receive detailed information regarding open enrollment from their Employer.

REINSTATEMENT

If coverage is terminated due to an Employee's layoff, leave of absence or termination of employment, and such Employee returns to work within 12 months following the beginning of the layoff or leave of absence or within 90 days following the termination of employment, coverage under this Plan will become effective on the day of return to active fulltime employment, provided all eligibility provisions of the Plan are satisfied. In such instances, the Waiting Period will not apply. Written application for coverage must be made no later than 31 days following the date of return to work. Enrollment occurring after this date is considered Late Enrollment, and all of the Late Enrollment provisions will apply.

MANAGED CARE

Managed Care is services used by the Plan to help keep health costs down. They are a way to review and advise Covered Persons on how best to use their Plan benefits.

Managed Care Services Phone Number

Please refer to the Employee ID card for the Managed Care Services phone number.

The patient or family member must call this number to receive certification of certain Managed Care Services. This call must be made at least 48 hours in advance of services being rendered or by the end of the second working day after an Emergency.

Any reduced reimbursement due to failure to follow Managed Care procedures will not accrue toward the 100% maximum out-of-pocket payment.

Please remember that pre-certification approval does not verify eligibility for benefits nor guarantee benefit payments.

UTILIZATION REVIEW

As part of a program designed to keep down escalating costs, this Plan contains a Pre-certification program. The program requires that the Covered Person follow certain steps before being admitted to the Hospital for Inpatient Treatment or before any listed service below.

The program consists of:

1. Pre-certification of the Medical Necessity for the following non-Emergency Services before Medical and/or Surgical services are provided:

Hospitalizations – Hospitals, Skilled Nursing Facility, Birthing Center, and other facilities, including admissions for Mental and Nervous Disorders and Substance Abuse
2. Retrospective review of the Medical Necessity of the listed services provided on an Emergency basis;
3. Concurrent review, based on the admitting diagnosis, of the listed services requested by the attending Physician; and
4. Certification of services and planning for discharge from a Medical Care Facility or cessation of medical treatment.

The purpose of the program is to determine if a proposed Hospital stay is appropriate and if the treatment is appropriate for the indicated diagnosis. This program is not designed to be the practice of medicine or to be a substitute for the medical judgment of the attending Physician or other health care provider.

If a particular course of treatment or medical service is not certified, it means that either the Plan will not pay for the charges or the Plan will not consider that course of treatment as appropriate for the indicated diagnosis. The patient is urged to find out why there is a discrepancy between what was requested and what was certified before incurring charges.

The attending Physician does not have to obtain pre-certification from the Plan for prescribing a maternity length of stay that is 48 hours or less for a vaginal delivery or 96 hours or less for a cesarean delivery.

In order to maximize Plan reimbursements, please read the following provisions carefully.

Here's how the program works.

Pre-certification

Before a Covered Person enters a Medical Care Facility on a non-Emergency basis, the utilization review administrator will, in conjunction with the attending Physician, certify the care as appropriate for the indicated diagnosis. A non-Emergency stay in a Medical Care Facility is one that can be scheduled in advance.

The utilization review program is set in motion by a telephone call from the Covered Person. Contact the utilization review administrator at the telephone number on the ID card **at least 48 hours before** services are scheduled to be rendered with the following information:

- The name of the patient and relationship to the covered Employee
- The name, Social Security number and address of the covered Employee
- The name of the Employer
- The name and telephone number of the attending Physician
- The name of the Medical Care Facility, proposed date of admission, and proposed length of stay
- The diagnosis and/or type of surgery

If there is an **Emergency** admission to the Medical Care Facility, the patient, patient's family member, Medical Care Facility or attending Physician must contact the utilization review administrator **by the end of the second working day** after the admission.

The utilization review administrator will determine the number of days of Medical Care Facility Confinement authorized for payment. **Failure to follow this procedure may reduce reimbursement received from the Plan.**

If the Covered Person does not receive authorization as explained in this section, the benefit payment will be reduced by \$250.

Concurrent review, discharge planning

Concurrent review of a course of treatment and discharge planning from a Medical Care Facility are parts of the utilization review program. The utilization review administrator will monitor the Covered Person's Medical Care Facility stay or use of other medical services. They will also coordinate either, the scheduled release, an extension of the Medical Care Facility stay, or an extension or cessation of the use of other medical services with the attending Physician, Medical Care Facilities and Covered Person.

If the attending Physician feels that it is Medically Necessary for a Covered Person to receive additional services or to stay in the Medical Care Facility for a greater length of time than has been pre-certified, the attending Physician must request the additional services or days.

SECOND AND/OR THIRD OPINION PROGRAM

Certain Surgical Procedures are performed either inappropriately or unnecessarily. In some cases, surgery is only one of several treatment options. In other cases, surgery will not help the condition.

In order to prevent unnecessary or potentially harmful surgical treatments, the second and/or third opinion program fulfills the dual purpose of protecting the health of the Plan's Covered Persons and protecting the financial integrity of the Plan.

Benefits will be provided for a second (and third, if necessary) opinion consultation to determine the Medical Necessity of an elective surgical procedure. An elective surgical procedure is one that can be scheduled in advance; that is, it is not an Emergency or of a life threatening nature.

The patient may choose any board-certified specialist who is not an associate of the attending Physician and who is affiliated in the appropriate specialty.

CASE MANAGEMENT

Case Management is a program whereby a case manager monitors patients and explores, discusses and recommends coordinated and/or alternate types of appropriate Medically Necessary care. The case manager consults with the patient, the family and the attending Physician in order to develop a plan of care for approval by the patient's attending Physician and the patient. This plan of care may include some or all of the following:

- personal support to the patient;
- contacting the family to offer assistance and support;
- monitoring Hospital or Skilled Nursing Facility;
- determining alternative care options; and
- assistance obtaining any necessary equipment and services.

Case Management occurs when this alternate benefit will be beneficial to both the patient and the Plan.

The case manager will coordinate and implement the Case Management program by providing guidance and information on available resources and suggesting the most appropriate treatment plan. The Plan Administrator, attending Physician, patient and patient's family must all agree to the alternate treatment plan.

Once agreement has been reached, the Plan Administrator will direct the Plan to reimburse for Medically Necessary expenses as stated in the treatment plan, even if these expenses normally would not be paid by the Plan.

Note: Case Management is a voluntary service. There are no reductions of benefits or penalties if the patient and family choose not to participate.

Each treatment plan is individually tailored to a specific patient and should not be seen as appropriate or recommended for any other patient, even one with the same diagnosis.

MEDICAL EXPENSE BENEFITS

Upon receipt of a claim, the Plan will pay the benefit percentage listed in the Schedule of Benefits for Eligible Expenses Incurred in each benefit period. The amount payable, in no event, shall exceed the Maximum Plan Year Benefit stated in the Schedule of Benefits.

The Deductible

The Deductible is the amount of Covered Medical Expenses which must be paid by the Covered Person before Medical Expense Benefits are payable. The amount of the Deductible is shown in the Schedule of Benefits. Each Family member is subject to the Deductible up to the Family maximum as shown in the Schedule of Benefits.

Family Deductible Feature

If the Family Deductible limit, as shown in the Schedule of Benefits, is Incurred by covered Family members during the Calendar Year, no further Deductibles will be required on any members for the rest of the year.

Common Accident Provision

If two or more covered members of a Family sustain bodily Injuries in the same accident, only one applicable annual individual medical Deductible amount will be applied for all covered expenses due to that accident during that year.

Usual, Reasonable and Customary Charges

Subject to the Plan Administrator's exercise of discretion, the Plan shall pay no more than the Usual, Reasonable and Customary Charge for covered services and/or supplies, after a deduction of all amounts payable by Coinsurance or Deductibles. All charges must be billed in accordance with generally accepted industry standards.

Covered expenses which are identified by the Plan Administrator, taking into consideration the fee(s) which the Provider most frequently charges the majority of patients for the service or supply, the cost to the Provider for providing the services, the prevailing range of fees charged in the same "area" by Providers of similar training and experience for the service or supply, and the Medicare reimbursement rates. The term(s) "same geographic locale" and/or "area" shall be defined as a metropolitan area, county, or such greater area as is necessary to obtain a representative cross-section of Providers, persons or organizations rendering such treatment, services, or supplies for which a specific charge is made. To be Usual, Reasonable and Customary, fee(s) must be in compliance with generally accepted billing practices for unbundling or multiple procedures.

The term "Usual" refers to the amount of a charge made for medical services, care, or supplies, to the extent that the charge does not exceed the common level of charges made by other medical professionals with similar credentials, or health care facilities, pharmacies, or equipment suppliers of similar standing, which are located in the same geographic locale in which the charge is Incurred.

The term "Customary" refers to the form and substance of a service, supply, or treatment provided in accordance with generally accepted standards of medical practice to one individual, which is appropriate for the care or treatment of the same sex, comparable age and who receive such services or supplies within the same geographic locale.

The term “Usual, Reasonable and Customary” does not necessarily mean the actual charge made nor the specific service or supply furnished to a Plan Participant by a Provider of services or supplies, such as a Physician, therapist, nurse, Hospital, or pharmacist. The Plan Administrator will determine what the Usual, Reasonable and Customary charge is, for any procedure, service, or supply, and whether a specific procedure, service or supply is Usual, Reasonable and Customary.

Usual, Reasonable and Customary charges may, at the Plan Administrator’s discretion, alternatively be determined and established by the Plan using normative data such as, but not limited to, Medicare cost to charge ratios, average wholesale price (AWP) for prescriptions and/or manufacturer’s retail pricing (MRP) for supplies and devices.

Out-of-Pocket Limit

Covered charges are payable at the percentage shown each Calendar Year until the Out-of-Pocket limit shown in the Schedule of Benefits is reached. Then, covered charges Incurred by a Covered Person will be payable at 100% (except for the charges excluded) for the rest of the Calendar Year.

When a family reaches the family Out-of-Pocket limit, covered charges for that family will be payable at 100% (except for the charges excluded) for the rest of the Calendar Year.

Maximum Plan Year Benefit Amount

The Maximum Plan Year Benefit Amount is shown in the Schedule of Benefits. It is the total amount of benefits that will be paid under the Plan for all covered charges Incurred by a Covered Person. If the Employer offers more than one (1) Employee Health Care Plan a Covered Person who has reached the Plan Year Maximum under one Plan will not be eligible for benefits under any other Employer Health Care Plan.

Allocation and Apportionment of Benefits

The Employer reserves the right to allocate the Deductible amount to any eligible charges and to apportion the benefits to the Covered Person and any assignees. Such allocation and apportionment shall be conclusive and shall be binding upon the Covered Person and all assignees.

Alternative Treatment

In addition to the Covered Medical Expenses specified, the Claims Administrator (on behalf of and in conjunction with the Plan Administrator) may determine and pre-authorize other services to be covered hereunder which normally are excluded services or have limited coverage under this Plan. The attending Physician or Case Manager must submit an Alternative Treatment plan to the Claims Administrator which indicates the diagnosis and Medical Necessity of the proposed medical services to be provided to the Covered Person.

Based on this information, the Claims Administrator and/or its Medical Consultant(s) will determine and approve the period of time for which such medical service(s) will be covered under this Plan. Further, the Claims Administrator will make such a determination based on each circumstance and stipulate that its approval does not obligate this Plan to provide coverage for the same or similar services for other Covered Persons nor be construed as a waiver of its rights to administer this Plan in accordance with its established provisions.

Medical Eligible Expenses

Medical Eligible Expenses are the following expenses that are Incurred while coverage is in force for the Covered Person. If, however, any of the listed expenses are excluded from coverage because of a reason described in the General Limitations section, those expenses will not be considered Medical Eligible Expenses.

The Plan will make payment for Medical Eligible Expenses subject to the benefit percentage and Maximum Amounts shown in the Schedule of Benefits.

Hospital Expenses

Hospital expenses are the charges made by a Hospital in its own behalf. Such charges include:

1. Semi-private Room and Board. If a facility has only private rooms, or if a private room is Medically Necessary due to the diagnosed condition, the private-room rate will be allowable.
2. Necessary Hospital services other than Room and Board as furnished by the Hospital, including but not limited to, general nursing services.
3. Special care units, including burn care units, cardiac care units, delivery rooms, Birthing Centers, Intensive Care Units, isolation rooms, Rehabilitation facilities, Ambulatory Surgical Centers, operating rooms and recovery rooms.
4. Outpatient Emergency Medical Care.
5. Outpatient (including Ambulatory Surgery) charges.

Skilled Nursing/Extended Care Facility Expenses

Skilled Nursing/Extended Care Facility Expenses are payable up to the maximum in the Schedule of Benefits. With respect to charges made by a Skilled Nursing Facility for the following services and supplies furnished by the facility, only charges Incurred in connection with convalescence from an Injury or Sickness for which the Covered Person was Hospital confined are eligible for benefits. The Confinement must commence within 24 hours of discharge from the Hospital or a related Confinement in a Skilled Nursing Facility. These expenses include:

1. Room and Board (if private room accommodations are used, the daily Room and Board charges allowed will not exceed the facility's average Semi-private charges);
2. General nursing services;
3. Medical services customarily provided by the Skilled Nursing/Extended Care Facility with the exception of private duty or special nursing services and Physician's fees; and
4. Drugs, biologicals, dressings and casts furnished for use during the Convalescent Period, but no other supplies.

Home Health Care Expenses

Home Health Care is subject to the limit stated in the Schedule of Benefits. A Physician (either the person's primary care Physician or the primary Physician in the Hospital) must order Home Health Care, which must be provided by a licensed Home Health Care Agency. A Physician must certify that:

1. The Covered Person would have to be Hospitalized or Inpatient at a Skilled Nursing Facility if Home Health Care Services were not available;
2. It would cause the person's immediate family (spouse, Children, parents, grandparents, siblings and their spouses) undue hardship to provide the necessary care; and

3. A licensed Medicare-certified Home Health Care Agency will provide or coordinate the services.

Services must be provided according to a written Home Health Care Plan. Covered Home Health Care Services and Supplies include:

1. Evaluation of the need for a Home Health Care Plan and development of the plan by an R.N. or medical Social Worker;
2. Home care visits by a Physician;
3. Part-time or intermittent home health aide services that are supervised by a Registered Nurse or medical Social Worker and are Medically Necessary for patient's care;
4. Part-time or intermittent nursing care by or under the supervision of a Registered Nurse;
5. Physical, respiratory, inhalation, occupational and speech therapy;
6. Medical equipment, supplies and medications prescribed by a qualified practitioner;
7. Lab services by or on behalf of a Hospital, as long as they would have been covered for an Inpatient Confinement; and
8. Nutritional counseling from or supervised by a registered dietician.

The plan covers a set number of visits per person in a Calendar Year, as stated in the Schedule of Medical Benefits. A Home Health Care visit is any visit of up to four (4) hours by a Home Health Care provider.

The plan does not pay Home Health Care benefits for:

1. Services or supplies not included in the Home Health Care Plan.
2. Services of a Close Relative.
3. Custodial Care.
4. Food, housing, homemaker services or meals delivered to the home.
5. Transportation to and from the patient's home.

Hospice Expenses

Hospice care for a terminally ill person provided in the Hospice Unit, an Outpatient facility or the patient's home. A Physician must order the care and is expected that the patient has no more than six months to live. The plan may extend Hospice care benefits beyond six (6) months if the patient's Physician certifies that the patient is still terminally ill. Covered Hospice Services and Supplies are:

1. Room and Board.
2. Part-time nursing care provided or supervised by a Registered Nurse.
3. Part-time services of a home health aide.
4. Physical Therapy provided by a licensed therapist.
5. Medical supplies, drugs and medical appliances prescribed by a qualified provider.
6. Physician's services, including consultation and case management.
7. Dietary counseling.
8. Services of a licensed Social Worker for counseling the patient.
9. Bereavement counseling for the patient's immediate family.
10. Respite Care.

Hospice care benefits do not include:

1. Private or special duty nursing, except as part of a Home Health Care Plan.
2. Confinement not required to manage pain or other acute chronic symptoms.
3. Services of volunteers.

4. Services of a Social Worker other than a licensed clinical Social Worker.
5. Homemaker or caretaker services including sitter or companion, housecleaning or household maintenance.
6. Financial or legal counseling, including estate planning or drafting a will.
7. Services of a licensed pastoral counselor if the patient or family member belongs to his or her congregation.
8. Funeral arrangements.

Organ/Tissue Transplant Expenses

Benefits are available to a Covered Person who is a recipient or donor of Medically Necessary covered services relating to bone marrow, liver, heart, lung (single and double), combination heart/lung, pancreas, pancreas/kidney, kidney, cornea and any other non-Experimental transplant. Eligible services include, but are not limited to: testing to determine transplant feasibility and donor compatibility; charges related to the transplant itself, as well as follow-up care, including: diagnostic x-ray and lab; procedures to determine rejection or success of transplant, including: Physician, lab, x-ray or Hospital charges, and anti-rejection drugs.

Organ transplant expenses are those charges for services and supplies in connection with non-Experimental transplant procedures, subject to the following criteria:

1. The recipient of the organ transplant must be a Covered Person under this Plan.
2. Except for transplant of a cornea, the recipient must be in danger of death in the event the organ transplant is not performed.
3. There must be a Reasonable expectation of survival if the Covered Person were to receive the transplant.
4. Charges Incurred by the donor are only payable if the donor has no other coverage available, i.e. group health plan, a government program, or a research program.
5. Donor expenses are covered only if the recipient is covered by this Plan.
6. Donor expenses are limited to \$20,000 per Lifetime.
7. Pre-approval is required.

The following will not be eligible for coverage under this benefit:

1. Expenses associated with the purchase of any organ.
2. Charges in connection with mechanical organs or a transplant involving a mechanical organ, except charges in relation to mechanical organs which may be necessary on a temporary short-term basis until a suitable donor organ is available will be eligible under the Plan.
3. Services or supplies furnished in connection with the transportation of a living donor.
4. Expenses associated with a non-human organ transplant.
5. Expenses associated with travel to the transplant facility.

National Union Fire Organ Transplant Program

This Health Plan includes a special attachment regarding human organ and tissue benefits, as explained in full in the National Union Fire Organ & Tissue Transplant Policy. All eligible employees and their Dependents requiring human organ and tissue transplant services will have transplant-related charges covered under this separate policy, according to its terms and conditions, from the time of their evaluation through 365 days post transplant operation. After this specified benefit period has elapsed, all transplant-related medical benefits will revert to the terms and conditions of health coverage under this health plan as noted above.

Benefits available for Human Organ and Tissue Transplants are subject to the following:

- The Employee and Dependent(s) are eligible for medical benefits under the group's health Plan.
- The Employee and Dependent(s) meet all the terms and conditions outlined in the National Union Fire Organ and Tissue policy/certificate.
- The Employee or Dependent(s) do not have a pre-existing condition as defined in the national Union Fire Organ and Tissue Policy/certificate.

Those Employees and their Dependents who are initially excluded from human organ and tissue transplant coverage under the National Union Fire Organ & Tissue Transplant policy (due to a preexisting condition) will continue to receive health care benefits as they relate to transplantation according to the terms and conditions of the health plan, as noted above, and until eligible for benefits under the separate National Union Fire policy.

Physician Services

The professional services of a Physician for surgical or medical services including home and office visits, Inpatient and Outpatient Hospital care and visits, and Inpatient consultations. The Eligible Expenses for covered surgical services will be the Negotiated Fee or the Usual, Reasonable and Customary charges, whichever is applicable.

Charges for **multiple surgical procedures** will be a covered expense subject to the following provisions:

- The Claims Administrator follows the multiple Surgical Procedures as outlined in the Current Procedural Terminology (CPT) book, which could reduce benefit payments.

Covered Expenses

In Or Out Of the Hospital

1. Charges for **allergens, allergy testing and allergy injections**.
2. Charges for Medically Necessary local air or ground **ambulance** service to and from the nearest Hospital or nursing facility where Emergency care or treatment is rendered, or for services performed by a paramedic/EMT which eliminates the need for transfer to a Hospital. This Plan will only cover ambulance transportation when: 1) no other method of transportation is appropriate; 2) the services necessary to treat the Sickness or Injury are not available in the Hospital or nursing facility where the Covered Person is an Inpatient; and/or 3) the Hospital or nursing facility where the ambulance takes the Covered Person is the nearest with adequate facilities.
3. Charges made by an **Ambulatory Surgical Center** or Minor Emergency Medical Clinic when treatment has been rendered.
4. Charges for the cost and administration of **anesthetic** in conjunction with a covered surgical or medical procedure. Charges for the administration of anesthetics by a licensed Anesthesiologist or a Certified Registered Nurse Anesthetist (C.R.N.A.) are also covered.
5. Charges for the cost of treatment for **Autism**, Asperger's Syndrome, and pervasive developmental disorder are covered if the treatment is provided by a psychiatrist, psychologist, a social worker who is certified or licensed to practice psychotherapy, a paraprofessional working under the supervision of any of those providers, or a professional working under the supervision

of an outpatient mental health clinic. This benefit is covered under the Psychiatric Care-Mental Health Provisions of this Plan found on page 16 of the Master Plan Document and as such is subject to the limitations, exclusions and other requirements for coverage under said section.

6. Charges for the processing and administration of **blood or blood components**, including charges for the processing and storage of autologous blood.
7. Charges for **breast feeding** supplies, as well as basic counseling and general interventions to support and promote breast feeding are covered under the routine benefit. This plan will cover one breast pump per year.
8. **Breast reduction** when Medical Necessity is established and upon prior approval.
9. Outpatient **cardiac rehabilitation** programs to provide supervised monitored exercise sessions following heart surgery or a heart attack. Limited to Phase I and II only.
10. Visits, treatment, and consultations performed in connection with **chiropractic care** with Spinal Manipulation in a Physician's office setting. Maintenance is not covered.
11. The administration and supply for injectables, diaphragms, implants, IUD's, and office visits and laboratory work associated with **contraceptives** and sterilization procedures for females are covered under the routine benefit.

Charges for oral contraceptives, NuvaRing, transdermal contraceptives, and Seasonique will be covered under the Prescription Drug plan..

12. **Cosmetic services** and supplies to repair a defect caused by an accidental Injury or to repair a Dependent child's congenital anomaly when necessary to achieve normal body function. Reconstructive surgery to correct a functional physical defect resulting from a congenital anomaly or when incidental or following surgery resulting from Illness of the involved body part.
13. Charges for diagnostic evaluations, therapies and treatment of **Developmental Delays or Learning Disorders** in Dependent children to age 3.
14. Charges for services and supplies in relation to **diabetes** self-management programs. Such services must be Medically Necessary and prescribed by a Physician. Also, installation and use of an insulin infusion pump, glucose monitor, and other equipment or supplies (needles, syringes, lancets, clinitest, glucose strips and chem. strips may be covered under the Prescription Drug program) in the treatment of diabetes. Coverage for an insulin infusion pump is limited to the purchase of one (1) pump per Calendar Year and the pump must be used for 30 days before purchase.
15. Charges for **dialysis** as an Inpatient or at a Medicare-approved Outpatient dialysis center.
16. Charges for the rental, up to the purchase price, of a wheelchair, Hospital bed, iron lung, or other **Durable Medical Equipment** required for Medically Necessary temporary therapeutic use or the purchase of this equipment if economically justified, whichever is less. It is recommended that the Covered Person obtain pre-approval of the purchase.
17. Charges for **electrocardiograms**, electroencephalograms, pneumoencephalogram, basal metabolism tests, allergy tests, or similar well-established diagnostic tests generally approved by

Physicians throughout the United States.

18. Charge for initial contact lenses or **eyeglasses** for aphakia, keratoconus or following cataract surgery.
19. Charges for external **hearing aids** and cochlear implants for children under age 18 to a maximum of one hearing aid per child, per ear every three (3) years. A cochlear implantation (a device implanted in the ear to facilitate communication for the profoundly hearing impaired) will be a covered expense.
20. Charges for **home infusion therapy**, including the administration of nutrients, antibiotics, and other drugs and fluids intravenously or through a feeding tube.
21. Charges in relation to the diagnosis of **infertility**, however treatment of the condition causing infertility is not covered.
22. **Injections** of medications in the doctor's office or in the patient's home.
23. Charges for routine **mammograms** shall be covered according to the following guidelines:
 - Prior to age 40 – not covered unless family history
 - Ages 40 and up – one (1) every Calendar Year
24. Charges for a Medically Necessary **mammoplasty** following a Medically Necessary mastectomy. Services include reconstruction of the breast on which the mastectomy has been performed and reconstruction of the other breast to produce symmetrical appearance. Breast prostheses, surgical brassieres (two (2) per Calendar Year maximum) and physical complications of all stages of mastectomy, including lymphedemas, are also eligible under the Plan.
25. Charges for dressings, sutures, casts, splints, crutches, braces, custom molded foot orthotics or other necessary **medical supplies**, with the exception of dental braces, orthopedic shoes, arch supports, elastic stockings, trusses, lumbar braces, garter belts and similar items which can be purchased without a prescription (nor will they be covered with a prescription).
26. Charges for an annual **Mental Health screening** for a Covered Person to determine need for treatment. For females covered by the Plan, at least one (1) screening during a pregnancy for prepartum depression and one screening within six (6) months after a live birth, stillbirth, or miscarriage for postpartum depression.
27. Hospital and Physician charges, including circumcision, in relation to the routine care of a **Newborn**. Routine Newborn care is covered under the baby's claim and not under the mother's claim.

Group health plans generally may not, under Federal law, restrict benefits for any Hospital length of stay in connection with Childbirth for the mother or Newborn Child to less than 48 hours following a vaginal delivery, or less than 96 hours following a cesarean section. However, Federal law generally does not prohibit the mother's or Newborn's attending provider, after consulting with the mother, from discharging the mother or her Newborn earlier than 48 hours (or 96 hours as applicable). In any case, plans and issuers may not, under Federal law, require that a provider obtain authorization from the plan or the issuer for prescribing a length of stay not in excess of 48 hours (or 96 hours).

28. Charges for restorative or rehabilitative **occupational therapy** by a licensed Occupational Therapist due to a Sickness or Injury other than a functional nervous disorder, or due to surgery performed because of a Sickness or Injury. Covered expenses do not include recreational programs, maintenance therapy or supplies used in occupational therapy.
29. Charges for the following **oral surgery/dental services** whether performed by a Dentist or a medical doctor will be considered as eligible medical expenses:
- a. Surgery to correct accidental Injuries of the jaw, cheeks, lips, tongue, roof and floor of mouth.
 - b. Correction of congenital abnormalities of the jaw.
 - c. Reduction or manipulation of fractures of facial bones.
 - d. Excision of tumors and cysts of the jaw, cheeks, lips, tongue, roof and floor of the mouth - such conditions require pathological examination.
 - e. Incision of the accessory sinuses, mouth, salivary glands or ducts.
 - f. Manipulation of dislocations of the jaw.
 - g. Surgical extraction of impacted teeth.
 - h. Excision of exostosis of the jaw and hard plate.
 - i. External incision and drainage of cellulitis.
 - j. Surgical exposure of impacted or unerupted teeth.
 - k. Orthodontic treatment of congenital cleft palate involving the maxillary arch, performed in conjunction with bone graft surgery to correct the bony deficits associated with extremely wide clefts affecting the alveolus.
 - l. Charges for dental services under the Medical Plan provided by a Dentist when Medically Necessary are limited to services provided for the repair of damage to the jaw or sound natural teeth as the direct result of an Accidental Injury. Injury as a result of chewing or biting will not be considered an Accidental Injury. This will not in any event be deemed to include charges for treatment for the repair or replacement of a denture.
 - m. Gingivoplasty – excision of loose gum tissue to eliminate infection
 - n. Alveoloplasty – the leveling of structures supporting the teeth for the purpose of fitting dentures. Charges are not covered if the procedure is performed in conjunction with the extraction of natural teeth.
 - o. Frenectomy – the cutting of tissue in the midline of the tongue, usually done to prevent tongue-tie conditions.
 - p. Apicoectomy – excision of apex of tooth root
 - q. Removal of retained (residual) root
 - r. Gingival curettage under general anesthesia
 - s. Apical curettage
 - t. Reduction to dislocations of and excision of the temporomandibular joints
 - u. Extraction of seven (7) or more natural teeth at one time.

No charges will be covered under the Medical Expense Benefits for dental and oral Surgical Procedures involving orthodontic care of teeth, periodontal disease and preparing the mouth for the fitting of or continued use of dentures.

30. The initial purchase, fitting and repair of **Orthotic Appliances** such as braces, splints or other appliances which are required for support for an injured or deformed part of the body as a result of a disabled congenital condition or an Injury or Sickness. Custom molded foot orthotics are covered but limited to two (2) pairs per Lifetime.

31. Charges for **oxygen** and other gases, and their administration.
32. Treatment or services rendered by a licensed Physical Therapist in a home setting or at a facility or institution which has the primary purpose of providing medical care for a Sickness or Injury. Charges for restorative or rehabilitative **Physical Therapy** due to a Sickness or Injury, or due to surgery performed because of a Sickness or Injury will be eligible.
33. **Preadmission testing** services related to an upcoming Hospital confinement which are done on outpatient basis within seven (7) days of Hospital confinement.
34. Eligible **Pregnancy** related expenses for an Employee or a Dependent, including Medically Necessary amniocentesis tests, are considered the same as any other medical condition under the Plan. Elective termination of Pregnancy is covered. Surrogacy will also be considered a covered pregnancy.

Group health plans generally may not under Federal law, restrict benefit for any Hospital length of stay in connection with Childbirth for the mother or Newborn Child to less than 48 hours following a vaginal delivery, or less than 96 hours following a cesarean section. However, Federal law generally does not prohibit the mother's or Newborn's attending provider, after consulting with the mother, from discharging the mother or her Newborn earlier than 48 hours (or 96 hours as applicable). In any case, plans and issuers may not under Federal law, require that a provider obtain authorization from the plan or the issuer for prescribing a length of stay not in excess of 48 hours (or 96 hours).

One (1) mental health screening during a pregnancy for pre-partum depression and one (1) mental health screening six (6) months after a live birth, stillbirth, or miscarriage for postpartum depression will be covered.

35. Charges for **Prescription Drugs** are covered under the Prescription Drug card program that is not administered by the Claims Administrator. There are no benefits available for Prescription Drugs under this Plan other than through the Prescription Drug Expense Benefit unless stated otherwise. Please see the section titled "Prescription Drug Expense Benefit" or contact the Human Resources Department for further information.
36. Fees for **private-duty nursing** when such services are Medically Necessary, including when:
 - provided by Registered Nurses (R.N.'s) or Licensed Practical Nurses (L.P.N.'s) in the Covered Person's home;
 - prescribed by a Physician for the treatment of a Sickness or Injury when the Covered Person is homebound; and
 - not more costly than alternative services that would be effective for diagnosis and treatment of the Covered Person's condition.
37. Charges for **prosthetic** appliances used to replace a missing natural body part, such as artificial limbs, eyes, or larynx, and charges for repairs of such an appliance unless damage is due to negligence or abuse of the prosthetic devices. Replacement of a prosthetic appliance will be covered when due to a pathological change, or if it has been more than five (5) years since the last placement of such an item. Pre-authorization of a replacement is recommended.
38. Charges in relation to individual and group **Psychiatric Care** (treatment of a psychiatric condition, alcoholism, Substance Abuse or drug addiction). A psychiatric condition includes but

is not limited to anorexia nervosa and bulimia, schizophrenia, and depressive disorders including but not limited to manic depression. Benefits are available for Inpatient, Outpatient, and Transitional Treatment.

Inpatient Treatment is care while the patient is in a Hospital or an Inpatient in a state licensed residential treatment facility. Outpatient Treatment means treatment performed by a Hospital, a licensed psychiatrist (M.D.), a licensed Psychologist (Ph.D.), or a state-licensed mental health or Substance Abuse treatment facility or any provider acting within the scope of their license. Transitional Treatment is care while the patient is partially confined in a licensed residential treatment facility.

Collateral therapy performed with the family is a covered service.

Note: Prescription Drugs for the treatment of Psychiatric Care are covered as any other Prescription Drug for the treatment of Injury or Sickness.

39. Charges for **radiation therapy** or treatment, and chemotherapy. Pre-authorization is recommended for prescribed treatment.
40. Charges for **routine child Well-Care** up to age two (2). Eligible Expenses include those for office visits, developmental assessments, laboratory services, x-rays and immunizations, except mass immunizations or those required for travel. Charges for blood lead tests for Dependent Children between the ages of six (6) months and six (6) years. Such tests must be conducted in accordance with recommended lead screening methods and intervals contained in any rules promulgated by the Wisconsin Department of Health and Social Services. Routine vision exams to age five (5) will be paid under the routine benefit limited to one (1) exam per person.
41. Charges for **routine physicals** for individuals age two (2) and older. Eligible Expenses will include those for the office exam, any routine diagnostic services normally associated with a routine exam, and immunizations, except mass immunizations or those required for travel.

Care and treatment for adult obesity screening/counseling is covered under the routine benefit. This includes charges for evaluation and management, labs, x-rays and counseling.

When a claim is submitted, the Physician's office must code the claim to indicate Preventive Care or this Plan will consider the claim as treatment of Sickness or Injury.
42. Diagnostic and consultation services for a **second surgical opinion** from a Physician qualified through experience, specialist training or education regarding the medical necessity for a surgical procedure.
43. Charges for testing, surgery or treatment for **sleep disorders**.
44. Charges for evaluation and management fees for **smoking cessation** will be covered under the routine benefit. Smoking cessation medications will not be covered except as covered under the Prescription Drug benefit.
45. Charges for restorative or rehabilitative **speech therapy** by a licensed Speech Therapist due to a Sickness or Injury, other than a Mental Disorder, or due to surgery performed because of a Sickness or Injury.

46. Charges in relation to a **sterilization** procedure. Surgical treatment for sterilization must be pre-authorized. Charges in relation to female sterilizations will be covered under the preventive benefit. However, the reversal of a sterilization procedure is not covered.
47. Charges for surgical and non-surgical treatment of **TMJ (temporomandibular joint disorder)** up to the maximum listed in the Schedule of Benefits. The Calendar Year maximum applies to non-surgical treatment only. Surgical treatment must be pre-authorized.
48. Charges made by an **Urgent Care Clinic**.
49. Charges for **x-rays, microscopic tests, and laboratory tests** along with the related radiology and pathology charges.

GENERAL LIMITATIONS

The following exclusions and limitations apply to Expenses Incurred by all Covered Persons:

1. **Alcohol.** Care, supplies, treatment, and/or services to a Plan Participant, arising from taking part in any activity made illegal due to the use of alcohol. Expenses will be covered for Injured Plan Participants other than the person partaking in an activity made illegal due to the use of alcohol, and expenses may be covered for Substance Abuse treatment as specified in this Plan, if applicable. This exclusion does not apply (a) if the Injury resulted from being the victim of an act of domestic violence, or (b) resulted from a medical condition (including both physical and mental health conditions).
2. **Alternative care.** Charges for acupuncture, hypnotherapy, biofeedback, holistic medicine, massage therapy, Rolfing, health education, homeopathy, reiki, any type of goal oriented or behavior modification therapy, myo-functional therapy, and programs intended to provide complete personal fulfillment or harmony.
3. **Cardiac rehabilitation.** Services and charges for Phase III and Phase IV cardiac rehabilitation.
4. **Chelation Therapy.** Charges in relation to Chelation Therapy except in the treatment of heavy metal poisoning.
5. **Close Relative.** Charges for services rendered by a Physician, nurse, or licensed therapist if such Physician, nurse, or licensed therapist is a Close Relative of the Covered Person, or resides in the same household of the Covered Person.
6. **Cochlear implants.** Charges for a cochlear implantation (a device implanted in the ear to facilitate communication for the profoundly hearing impaired) will be a covered expense for children under age 18. Pre-certification review for the surgery must be done in advance of the date of services.
7. **Complications of non-covered treatments.** Care, services or treatment required as a result of complications from a treatment not covered under the Plan are not covered. Complications from a non-covered abortion are covered.
8. **Copy charges.** Charges for the photocopying of medical records.
9. **Cosmetic Procedures.** Charges in connection with the care or treatment of, or surgery performed for, a Cosmetic Procedure. This exclusion will not apply when such treatment is rendered to correct a condition resulting from an Accidental Injury or disfiguring disease (does not include scarring due to acne or chicken pox), or when rendered to correct a congenital anomaly (i.e., a birth defect) of a Covered Person. Pre-authorization is recommended.
10. **Court costs.** Charges for court costs, penalties, interest upon judgment, investigative expenses, administrative fees or legal expenses.
11. **Court ordered services.** Services and supplies related to court ordered treatment; also coverage for court ordered examinations to rule on voluntary or involuntary commitment or detention.
12. **Custodial Care.** Services or supplies provided mainly as a rest cure, maintenance or Custodial Care. Additionally, Expenses Incurred for accommodations (including Room and Board and other

institutional services) and nursing services for a Covered Person because of age or a mental or physical condition primarily to assist the Covered Person in daily living activities will be considered Custodial Care. The fact that the Covered Person is also receiving medical services that are merely maintenance care that cannot reasonably be expected to substantially improve a medical condition will not prevent this limitation from applying.

13. **Dental services.** Charges for dental services not specifically included in the covered benefit section described in this Plan; or for Hospital charges in relation to dental care, except those services which are certified by a medical doctor to be Medically Necessary to safeguard the life and health of the Covered Person due to the existence of a non-dental physical condition. Pre-authorization is recommended.
14. **Developmental delays.** Charges related to the testing and treatment of communication delay, motor development delays, and growth development delays including growth hormones. Charges for hearing therapy, communication delay, perceptual disorders, sensory deficit, mental retardation and related conditions. The diagnosis and treatment of attention deficit disorder will be considered Eligible Expenses under the Plan. The cost of treatment for autism, Asperger's Syndrome, and pervasive developmental disorder not otherwise specified are covered if the treatment is provided by a psychiatrist, psychologist, a social worker who is certified or licensed to practice psychotherapy, a paraprofessional working under the supervision of any of those providers, or a professional working under the supervision of an outpatient mental health clinic.
15. **Durable Medical Equipment repair.** Charges for Durable Medical Equipment repair, maintenance or adjustments (unless covered in the covered services section of the Plan).
16. **Education and/or training.** Charges for services or supplies in connection with education or training except as specifically covered elsewhere in this Plan.
17. **Excess.** Charges that are not payable under the Plan due to application of any Plan maximum or limit or because the charges are in excess of the Usual, Reasonable and Customary amount, or are for services not deemed to be Reasonable or Medically Necessary, based upon the Plan Administrator's determination as set forth by and within the terms of this document..
18. **Experimental and/or Investigational procedures.** Charges for procedures, drugs, or research studies, or for any services or supplies considered Experimental and/or Investigational are not eligible for coverage through this Plan. Please see the Definitions section of this plan for more information.
19. **Eye care.** Charges Incurred in connection with routine eye exams, routine eye refractions, the purchase or fitting of eyeglasses, contact lenses, or such similar aid devices, except as specifically listed elsewhere in this Plan Document.
20. **False statement.** The Plan relies on the completeness and truthfulness of the information required to be given. If a Covered Person has made any false statement or misrepresentations, or has failed to disclose or conceals any material fact, the Plan will be entitled to terminate coverage, not make benefit payments, and seek reimbursement of previous benefit payments.
21. **Foot care.** Charges for routine foot care, such as removal of corns, calluses, or trimming of toenails; except the services necessary in the treatment of a peripheral-vascular disease when recommended by a medical doctor or doctor of osteopathy.

22. **Foreign travel.** If a Covered Person receives medical treatment outside of the United States or its territories, benefits shall be provided for those charges to the extent that the services rendered are included as covered expenses in the Plan, and provided the Covered Person did not travel to such a location for the sole purpose of obtaining medical services, drugs, or supplies.

Additionally, charges for such treatment may not exceed the limits specified herein as Usual, Reasonable and Customary in the area of residence of the Covered Person in the United States. Fees and charges exceeding Usual, Reasonable and Customary shall be disallowed as ineligible charges. Charges equal to or less than Usual, Reasonable and Customary shall be considered. In no event shall benefit payment exceed the actual amount charged.

23. **Gender identification problems.** Charges related to counseling for persons suffering from gender identification problems, or services or supplies related to the performance of gender transformation procedures.
24. **Genetic testing/counseling.** Charges related to genetic testing and genetic counseling.
25. **Government.** Care, treatment or supplies furnished by a program or agency funded by any government. This does not apply to Medicaid or when otherwise prohibited by law.
26. **Hair.** Charges for wigs and artificial hair pieces, and care and treatment of hair loss, hair transplants or any drugs that promise hair growth, whether or not prescribed by a Physician, unless covered elsewhere in the Plan.
27. **Hearing aids.** Charges in connection with hearing aids, or examinations for the prescription or fitting of hearing aids, unless covered elsewhere in the Plan. A cochlear implantation (a device implanted in the ear to facilitate communication for the profoundly hearing impaired) will be a covered expense for children under age 18. Pre-certification review for the surgery must be done in advance of the date of services.
28. **Hearing test.** Charges for routine hearing tests.
29. **Hearing therapy.** Charges for hearing therapy.
30. **Hospital Employees.** Professional services billed by a Physician or nurse who is an Employee of a Hospital or Skilled Nursing or Extended Care Facility and paid by the Hospital or facility for the services.
31. **Hospitalization for convalescent or rest care.** Charges for Hospitalization when such Confinement occurs primarily for physiotherapy, hydrotherapy, convalescent or rest care, or any routine physical examinations or tests not connected with the actual Sickness or Injury.
32. **Illegal act.** Expenses for Injuries or Sicknesses incurred as a result of illegal acts involving violence or the threat of violence to another person, or in which the Covered Person illegally uses a firearm, explosive or other weapon likely to cause physical harm or death.
33. **Illegal drugs or medications.** Services, supplies, care or treatment to a Covered Person for Injury or Sickness resulting from that Covered Person's voluntary taking of or being under the influence of any controlled substance, drug, hallucinogen or narcotic not administered on the advice of a Physician. Expenses will be covered for Injured Covered Persons other than the person using controlled substances.

34. **Implants.** Charges related to maxillary or mandibular implants.
35. **Impotence.** Care, treatment, services, supplies or medications in connection with treatment for impotence or sexual dysfunction not related to organic disease, unless covered elsewhere in the Plan.
36. **Incarcerated.** Charges for services or supplies received while incarcerated in a penal institution or in legal custody.
37. **Infertility.** Treatment of infertility, including artificial insemination or in vitro fertilization and all other procedures meant to induce ovulation and/or promote spermatogenesis and/or achieve conception; and all related treatment of infertility. In addition, services, supplies and procedures in connection with the Pregnancy of a surrogate mother, donor semen or egg, and sperm banking.
38. **Inpatient concurrent services.** Charges for Inpatient concurrent services of Physicians, unless there is a clinical necessity for supplemental skills and two or more Physicians attend the patient for separate conditions during the same Hospital admission.
39. **Maintenance therapies.** Charges for maintenance therapies.
40. **Marital and/or family counseling.** Charges for services or supplies for marital and/or family counseling or training services. However, collateral therapy is covered.
41. **Medicare.** Health care services covered by Medicare, if a Covered Person has or is eligible for Medicare, to the extent benefits are or would be available for Medicare, except for such health care services for which under the applicable Federal law the Plan is the primary payer and Medicare is the secondary payer.
42. **Miscellaneous non-covered items.** Charges for failing to keep an appointment, telephone consultations, internet and e-mail consultations, the completion of a claim form, an itemized bill or providing necessary medical records or information in order to process a claim.
43. **Motor vehicles.** Charges related to the rental or purchase of a motor vehicle, or charges associated with the conversion of a motor vehicle to accommodate a disability.
44. **No charge.** Expenses for which a charge would not ordinarily be made in the absence of this coverage.
45. **Non-compliance.** Expenses Incurred due to or as a consequence or non-compliance with any applicable State or Federal statutes or regulations.
46. **Non-covered procedure.** Charges in relation to complications of a non-covered procedure. However, complications from a non-covered abortion are covered.
47. **Non-Emergency Hospital admission.** Care and treatment billed by a Hospital for a non-medical Emergency admission on a Friday or a Saturday. This does not apply if surgery is performed within 24 hours of admission.
48. **Non-prescription medications.** Non-prescription medicines, vitamins, nutrients, and nutritional supplements, even if prescribed or administered by a Physician.

49. **No obligation to pay.** Charges for which the Covered Person is not (in the absence of this coverage) legally obligated to pay.
50. **Not Medically Necessary.** Care and treatment that is not Medically Necessary.
51. **Not recommended by a Physician.** Charges that are not recommended and approved by a Physician, or are not recognized by the American Medical Association as generally accepted and Medically Necessary for the diagnosis and/or treatment of an active Sickness or Injury; or charges for procedures, surgical or otherwise, which are specifically listed by the American Medical Association as having no medical value.
52. **Not specified as covered.** Medical services, treatment and supplies which are not specified as covered under this Plan.
53. **Nursing services rendered by someone other than a Registered Nurse.** Charges for professional nursing services if rendered by someone other than a Registered Nurse (R.N.) or Licensed Practical Nurse (L.P.N.), unless such care was vital as a safeguard of the Covered Person's life, and/or unless such care is specifically listed as a covered expense elsewhere in the Plan. In addition, the Plan will not cover certified Registered Nurses in independent practice (other than an anesthetist). This exclusion does not apply to private duty nurses as addressed elsewhere in this Plan.
54. **Nutritional consultation.** Nutritional consultation or instruction, service or supplies for educational, vocational or training purposes, except as specifically included as a covered benefit.
55. **Obesity.** Care and treatment of obesity, weight loss or dietary control whether or not it is, in any case, a part of the treatment plan for another Sickness. Medically Necessary surgery and nutritional counseling for Morbid Obesity will be covered if the Covered Person:
- a. Weighs more than twice the ideal weight of a medium-frame person based on standard charts used by the life insurance industry;
 - b. Has been considered morbidly obese by a Physician for at least five (5) years;
 - c. Non-surgical methods of weight loss have been supervised by a Physician for at least three (3) years without success; and
 - d. Has co-morbidities.
- All of the above criteria must be satisfied before benefits will be available. Prior written approval is required for Morbid Obesity surgery.
56. **Occupational.** Expenses for Injuries or Sicknesses arising out of, or in the course of, any occupation or employment for wage or profit, or for which the Covered Person is entitled to benefits under any Workers' compensation or Occupational Disease Law, whether or not any coverage for such benefits is actually in force.
57. **Orthopedic shoes.** Charges for orthopedic shoes, arch supports, or any such similar device, or for the prescription or fitting thereof.
58. **Personal comfort.** Charges for services or supplies which constitute beautification items; for television or telephone use; for nutritional supplements; or in connection with Custodial Care, education or training, or expenses actually incurred by other persons. Charges for the purchase or rental of air conditioners, humidifiers, dehumidifiers, air purifiers, allergy-free pillows, blankets or mattress covers, electric heating units, swimming pools, orthopedic mattresses, vibratory

equipment, elevators, stair lifts, exercise equipment, blood pressure instruments, stethoscopes, clinical thermometers, scales, elastic bandages or stockings, non-Hospital adjustable bed, non-Prescription Drugs and medicines, first aid supplies and other such equipment.

60. **Penile prosthesis.** Charges for penile prosthesis/implants and any charges relating thereto.
61. **Plan design exclusions.** Charges excluded by Plan design as mentioned in this document.
62. **Radial keratotomy.** Charges in relation to radial keratotomy, Lasik, corneal modulation, refractive keratoplasty or any similar procedure.
63. **Radioactive contamination.** Charges Incurred as a result of the hazardous properties of nuclear material.
64. **Recreational or educational therapy.** Charges for services or supplies for recreational or educational therapy or forms of non-medical self-help or self-cure, including any related diagnostic testing, training for active daily living skills; or health club memberships.
65. **Replacement blood.** Blood or blood plasma that is replaced by or for the patient (the charge usually made by the provider when there is no insurance, not to exceed the prevailing charge in the area for a service of the same nature and duration and performed by a person of similar training and experience or for a substantially equivalent supply).
66. **Riots/acts of civil disobedience.** Charges and services in relation to riots or acts of civil disobedience.
67. **Routine medical examinations.** Charges Incurred for routine medical examinations or care, routine health checkups, or immunizations, except as specifically shown as a covered expense elsewhere in the Plan.
68. **Scar removal.** Charges related to surgical treatment of scarring secondary to acne or chicken pox to include, but not be limited to dermabrasion, chemical peel, salabrasion, and collagen injections, unless causing pain.
69. **Self-inflicted Injury.** Charges in relation to intentionally self-inflicted Injury or self-induced Sickness. This exclusion does not apply (a) if the Injury resulted from being the victim of an act of domestic violence, or (b) resulted from a medical condition (including both physical and mental health conditions).
70. **Services before or after coverage.** Charges Incurred prior to the effective date of coverage under the Plan or after coverage is terminated, unless Extension of Benefits applies.
71. **Sex change.** Care, services or treatment for non-congenital transsexualism, gender dysphoria or sexual reassignment or change. This exclusion includes medications, implants, hormone therapy, surgery, medical or psychiatric treatment.
72. **Sonograms.** Charges for non-medical prenatal sonograms for such reasons as purpose of fetal age and size determination if there are no indicated complications.

73. **Subrogation, Reimbursement, and/or Third Party Responsibility.** Charges for an Injury or Sickness not payable by virtue of the Plan's subrogation, reimbursement, and/or third party responsibility provisions.
74. **Splints or braces for non-medical purposes.** Charges for splints or braces for non-medical purposes (i.e., support worn primarily during participation in sports or similar physical activities).
75. **Surgical sterilization reversal.** Charges related to or in connection with the reversal of a sterilization procedure.
76. **Temporomandibular Joint disorder.** Charges in relation to or as a result of the non-surgical treatment of Jaw Joint Disorder in excess of the limits shown in the Schedule of Benefits.
77. **Third Party examination.** Non-medical evaluations for employment, marriage license, judicial or administrative proceedings, school, travel or purchase of insurance, etc.
78. **Travel expenses.** Charges for travel or accommodations, whether or not recommended by a Physician, except for ambulance charges as defined as a covered expense.
79. **Vision therapy.** A charge for vision therapy.
80. **Vocational rehabilitation.** Charges for vocational rehabilitation and service for educational or vocational testing or training.
81. **War.** Charges as a result of active participation in war or any act of war, whether declared or undeclared, or caused during service in the armed forces of any country.

PRESCRIPTION DRUG EXPENSE BENEFIT

Your Medical Identification (ID) card includes a section for your prescription benefits. It will show your Pharmacy Benefit Manager logo and contact number, pharmacy ID number, and pharmacy group number. Eligibility and benefit information is available online.

A directory of participating pharmacies is available on the Drug Card's web site. A print version is also available upon your request. The pharmacy directory is a separate document from this Plan. The directory contains the name, address and phone number of the pharmacies that are part of the Drug Card.

Covered drugs

Your Drug Card provides coverage for most commonly used drugs that are Federal Legend Drugs. Federal Legend Drugs are drugs that require a label stating "Caution: Federal law prohibits dispensing without a prescription." Your pharmacist or the prescribing Physician can verify coverage for a drug by contacting the Drug Card service at the number on your ID card. A complete list of covered and excluded drugs is available on the Drug Card's web site. If you are unable to access the Drug Card's web site, your Employer will provide a copy upon request at no charge.

How to Use the Prescription Drug Card

Present the ID card and the prescription to a participating pharmacy. Then sign the pharmacist's voucher and pay the pharmacist the co-pay showing in the Schedule of Benefits.

If you are without your ID card or at a non-participating pharmacy, you may be required to pay for the prescription and submit a claim to the Drug Card service. Note: reimbursement will be made at the discounted amount less co-payments.

Mail Order Drug Service

If you are using an ongoing Prescription Drug, you may purchase that drug on a mail order basis. Most drugs are covered by the Drug Card may also be purchased by mail order. The mail order drug service is most often used to purchase drugs that treat an ongoing medical condition and are taken on a Regular Basis.

The co-pay for mail order prescription is show in the Schedule of Benefits.

Mail order prescriptions should be sent to the Drug Card service. Order forms are available at the Drug Card's web site or from your Employer. All prescriptions will be mailed directly to your home or other designated locations.

TERMINATION OF COVERAGE

Employee Termination

Employee Coverage will automatically terminate immediately upon the earliest of the following dates, except as provided in any Extension of Benefits provision:

1. The end of the month the Employee terminates employment unless the Employee is an eligible Retiree.
2. The end of the month the Employee ceases to be in a class of participants eligible for coverage.
3. The date ending the period for which the last contribution is made if the Employee fails to make any required contributions when due.
4. The date the Plan is terminated; or with respect to any participant benefit of the Plan, the date of termination of such benefit.
5. The date the Employee enters military duty.
6. The end of the month of the Employee's death.
7. The date the Employee knowingly misrepresents/falsifies information to the Plan.

Dependent Termination

Dependent Coverage will automatically terminate immediately upon the earliest of the following dates, except as provided in any Extension of Benefits provision:

1. The end of the month the Dependent ceases to be an eligible Dependent as defined in the Plan.
2. The end of the month of termination of the Employee's coverage under the Plan.
3. The date the Employee ceases to be in a class of participants eligible for Dependent Coverage.
4. The date for which the last contribution is made if the Employee fails to make any required contributions when due.
5. The date the Plan is terminated; or with respect to any Dependent's benefit of the Plan, the date of termination of such benefit.
6. The date the Dependent enters military duty.
7. The date the Dependent becomes covered under this Plan as an individual participant.
8. The end of the month the Employee's death occurs.
9. The date the Dependent knowingly misrepresents/falsifies information to the Plan.
10. In the event of a divorce, the Spouse will be terminated the date the divorce decree is finalized.

EXTENSION OF BENEFITS

Continuation of Coverage Due to Retirement

Employees who retire in accordance with a City-sponsored retirement plan, provided they were covered under this plan on the day immediately preceding the date of retirement, may continue medical coverage under this Plan. Covered dependent spouses of such retired employees will remain eligible for medical coverage under this Plan. Covered dependent children of such retired employees will remain eligible for medical coverage under this plan until the end of the month in which the dependent child is no longer an eligible dependent as defined.

The most current Summary Plan Description for the City of Manitowoc Health Plan outlines benefits available under this Plan. The lifetime maximum dollar limits, as outlined in the Summary Plan Description, will apply to retirees. The lifetime maximum will be accumulative from the date employee and/or dependents entered the Plan.

City of Manitowoc reserves the right to modify or terminate post retirement benefits at any time and for any reason.

Retiring employees, eligible under this policy, will be notified in writing and be given the opportunity to select the post retirement health plan coverage, provided notice is given by the employee within 30 days of loss of coverage due to retirement. The retiring employee must make a decision no later than 60 days from receipt of notification or loss of coverage due to retirement, whichever comes last.

If the retiree and/or dependents decide at some later date, after having participated in the post retirement health benefit plan, to terminate participation, they will not be allowed to participate again. Should the retiree die, the surviving spouse and eligible dependents may continue, provided contributions to the plan are made in a timely manner. If the surviving spouse later marries, the coverage for all dependents will terminate the end of the month of the date of marriage.

The insured person/persons are responsible for the full cost of coverage. Coverage for post retirement benefits will cease if payment is not received by the due date.

Sick Leave

If a covered person is hospital confined as a result of a non-occupational Illness or Injury on the date coverage under this Plan terminates, benefits are available for covered Medical Expenses incurred for that confinement until thirty (30) days after the date coverage terminates. Benefits are not available after the date the confinement ends, or the payment of any maximum benefit, whichever comes first.

Extension of Benefits for Total Disability

If a covered Employee is totally disabled or a covered Dependent is hospital confined as a result of a non-occupational Illness or Injury on the date of a change in the Plan Administrator or Insurance carrier and is no longer eligible for coverage under this Plan due to the total disability or hospital confinement benefits for covered medical expenses directly related to the disabling condition will be extended until the earliest of:

- (a) The covered person becomes covered under a replacement contract or policy without limit as to the total disability
- (b) The payment of any maximum benefits under the Plan

(c) The end of 12 consecutive months.

Medical Conversion

The City shall provide participants no longer eligible for medical coverage under the Plan the facility for converting coverage to an individual medical insurance policy offered in conjunction with this Plan by the Plan Administrator, an insurance company, or service plan. The benefits provided and applicable cost for the conversion policy will be those in effect at the time of conversion.

Family and Medical Leave Act Provision

Regardless of the established leave policies mentioned elsewhere in this document, this Plan shall at all times comply with the Family and Medical Leave Act of 1993 as promulgated in regulations issued by the Department of Labor.

During any leave taken under the Family and Medical Leave Act, the Employer will maintain coverage under this Plan on the same conditions as coverage would have been provided if the covered Employee had been continuously employed during the entire leave period.

If Plan coverage terminates during the FMLA leave, coverage will be reinstated for the Employee and his or her covered Dependents if the Employee returns to work in accordance with the terms of the FMLA leave. Coverage will be reinstated only if the person(s) had coverage under this Plan when the FMLA leave started, and will be reinstated to the same extent that it was in force when that coverage terminated. For example, Pre-Existing Condition limitations and other Waiting Periods will not be imposed unless they were in effect for the Employee and/or his or her Dependents when Plan coverage terminated.

Employee eligibility requirements, the obligations of the Employer and Employee concerning conditions of leave, and notification and reporting requirements are specified in the FMLA. Any plan provisions which conflict with the FMLA are superseded by the FMLA to the extent such provisions conflict with the FMLA. A Participant with questions concerning any rights and/or obligations should contact the Plan Administrator or his Employer.

The FMLA Act generally provides for 12 weeks of leave for personal Illness or Injury or that of a family member. However, there are special time restrictions for the family of Military Employees who were injured during active duty in the armed forces:

1. **Leave During Family Member's Active Duty** -- Employees who have a spouse, parent, or Child who is on or has been called to active duty in the Armed Forces may take up to 12 weeks of FMLA leave yearly when they experience a "qualifying exigency."
2. **Injured Service member Family Leave** -- Employees who are the spouse, parent, Child, or next of kin of a service member who Incurred a serious Injury or Illness on active duty in the Armed Forces may take up to 26 weeks of leave to care for the injured service member in a 12-month period (in combination with regular FMLA leave).

Uniformed Services Employment and Reemployment Rights Act (USERRA)

Employees on Military Leave

Employees going into or returning from military service may elect to continue Plan coverage as mandated by the Uniformed Services Employment and Reemployment Rights Act under the following circumstances. These rights apply only to Employees and their Dependents covered under the Plan before leaving for military service.

1. The maximum period of coverage of a person under such an election shall be the lesser of:
 - The 24-month period beginning on the date on which the person's absence begins; or
 - The day after the date on which the person was required to apply for or return to a position or employment and fails to do so.
2. A person who elects to continue health plan coverage may be required to pay up to 102% of the full contribution under the Plan, except that a person on active duty for 30 days or less cannot be required to pay more than the Employee's share, if any, for the coverage.
3. An exclusion or Waiting Period may not be imposed in connection with the reinstatement of coverage upon reemployment if one would not have been imposed had coverage not been terminated because of service. However, an exclusion or Waiting Period may be imposed for coverage of any Illness or Injury determined by the Secretary of Veterans Affairs to have been Incurred in, or aggravated during, the performance of uniformed service.

COBRA Extension of Benefits

Under Federal law, the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), certain Employees and their families covered under City of Manitowoc Plan Document (the Plan) will be entitled to the opportunity to elect a temporary extension of health coverage (called "COBRA continuation coverage") where coverage under the Plan would otherwise end. This notice is intended to inform Plan Participants and beneficiaries, in summary fashion, of their rights and obligations under the continuation coverage provisions of COBRA, as amended and reflected in final and proposed regulations published by the Department of the Treasury. This notice is intended to reflect the law and does not grant or take away any rights under the law.

The Plan Administrator is City of Manitowoc, City Hall, 900 Quay Street, Manitowoc, WI 54220, (920) 686-6990. COBRA continuation coverage for the Plan is administered by City of Manitowoc, City Hall, 900 Quay Street, Manitowoc, WI 54220, (920) 686-6990. Complete instructions on COBRA, as well as election forms and other information, will be provided by the Plan Administrator to Plan Participants who become Qualified Beneficiaries under COBRA.

COBRA Continuation Coverage In General COBRA continuation coverage is the temporary extension of group health plan coverage that must be offered to certain Plan Participants and their eligible family members (called "Qualified Beneficiaries") at group rates. The right to COBRA continuation coverage is triggered by the occurrence of a life event that results in the loss of coverage under the terms of the Plan (the "Qualifying Event"). The coverage must be identical to the Plan coverage that the Qualified Beneficiary had immediately before the Qualifying Event, or if the coverage has been changed, the coverage must be identical to the coverage provided to similarly situated active Employees who have not experienced a Qualifying Event (in other words, similarly situated non-COBRA beneficiaries).

Qualified Beneficiary Defined In general, a Qualified Beneficiary can be:

1. Any individual who, on the day before a Qualifying Event, is covered under a Plan by virtue of being on that day either a covered Employee, the Spouse of a covered Employee, or a Dependent Child of a covered Employee. If, however, an individual is denied or not offered coverage under the Plan under circumstances in which the denial or failure to offer constitutes a violation of applicable law, then the individual will be considered to have had

the Plan coverage and will be considered a Qualified Beneficiary if that individual experiences a Qualifying Event.

2. Any Child who is born to or placed for adoption with a covered Employee during a period of COBRA continuation coverage, and any individual who is covered by the Plan as an alternate recipient under a qualified medical support order. If, however, an individual is denied or not offered coverage under the Plan under circumstances in which the denial or failure to offer constitutes a violation of applicable law, then the individual will be considered to have had the Plan coverage and will be considered a Qualified Beneficiary if that individual experiences a Qualifying Event.

The term "covered Employee" includes not only common-law Employees (whether part-time or full-time) but also any individual who is provided coverage under the Plan due to his or her performance of services for the Employer sponsoring the Plan (e.g., self-employed individuals, independent contractor, or corporate director).

An individual is not a Qualified Beneficiary if the individual's status as a covered Employee is attributable to a period in which the individual was a nonresident alien who received from the individual's Employer no earned income that constituted income from sources within the United States. If, on account of the preceding reason, an individual is not a Qualified Beneficiary, then a Spouse or Dependent Child of the individual will also not be considered a Qualified Beneficiary by virtue of the relationship to the individual. A domestic partner is not a Qualified Beneficiary.

Each Qualified Beneficiary (including a Child who is born to or placed for adoption with a covered Employee during a period of COBRA continuation coverage) must be offered the opportunity to make an independent election to receive COBRA continuation coverage.

Qualifying Events Explained A Qualifying Event is any of the following if the Plan provided that the Plan Participant would lose coverage (i.e., cease to be covered under the same terms and conditions as in effect immediately before the Qualifying Event) in the absence of COBRA continuation coverage:

1. The death of a covered Employee.
2. The termination (other than by reason of the Employee's gross misconduct), or reduction of hours, of a covered Employee's employment.
3. The divorce or legal separation of a covered Employee from the Employee's Spouse.
4. A covered Employee's enrollment in any part of the Medicare program.
5. A Dependent Child's ceasing to satisfy the Plan's requirements for a Dependent Child (for example, attainment of the maximum age for dependency under the Plan).

If the Qualifying Event causes the covered Employee, or the covered Spouse or a Dependent Child of the covered Employee, to cease to be covered under the Plan under the same terms and conditions as in effect immediately before the Qualifying Event (or in the case of the bankruptcy of the Employer, any substantial elimination of coverage under the Plan occurring within 12 months before or after the date the bankruptcy proceeding commences), the persons losing such coverage become Qualified Beneficiaries under COBRA if all the other conditions of the COBRA are also met. For example, any increase in contribution that must be paid by a covered Employee, or the Spouse, or a Dependent Child of the covered Employee, for coverage under the Plan that results from the occurrence of one of the events listed above is a loss of coverage.

The taking of leave under the Family and Medical Leave Act of 1993 ("FMLA") does not constitute a Qualifying Event. A Qualifying Event will occur, however, if an Employee does not return to employment at the end of the FMLA leave and all other COBRA continuation coverage conditions are present. If a Qualifying Event occurs, it occurs on the last day of FMLA leave and the applicable maximum coverage period is measured from this date (unless coverage is lost at a later date and the Plan provides for the extension of the required periods, in which case the maximum coverage date is measured from the date when the coverage is lost). Note that the covered Employee and family members will be entitled to COBRA continuation coverage even if they failed to pay the Employee portion of premiums for coverage under the Plan during the FMLA leave.

Procedure for obtaining COBRA continuation coverage The Plan has conditioned the availability of COBRA continuation coverage upon the timely election of such coverage. An election is timely if it is made during the election period.

Election of COBRA and Length of Election period The election period is the time period within which the Qualified Beneficiary can elect COBRA continuation coverage under the Plan. The election period must begin no later than the date the Qualified Beneficiary would lose coverage on account of the Qualifying Event, and must not end before the date that is 60 days after the later of the date the Qualified Beneficiary would lose coverage on account of the Qualifying Event or the date notice is provided to the Qualified Beneficiary of her or his right to elect COBRA continuation coverage.

Note: If a covered Employee who has been terminated or experienced a reduction of hours qualifies for a trade readjustment allowance or alternative trade adjustment assistance under a Federal law called the Trade Act of 2002, and the Employee and his or her covered Dependents have not elected COBRA coverage within the normal election period, a second opportunity to elect COBRA coverage will be made available for themselves and certain family members, but only within a limited period of 60 days or less and only during the six months immediately after their group health plan coverage ended. Any person who qualifies or thinks that he and/or his family members may qualify for assistance under this special provision should contact the Plan Administrator for further information.

Notifying the Plan Administrator of the occurrence of a Qualifying Event. The Plan will offer COBRA continuation coverage to qualified beneficiaries only after the Plan Administrator or its designee has been timely notified that a Qualifying Event has occurred. The Employer (if the Employer is not the Plan Administrator) will notify the Plan Administrator of the Qualifying Event within 30 days following the date coverage ends when the Qualifying Event is:

1. the end of employment or reduction of hours of employment,
2. death of the Employee,
3. commencement of a proceeding in bankruptcy with respect to the Employer, or
4. enrollment of the Employee in any part of Medicare.

IMPORTANT:

For the other Qualifying Events (divorce or legal separation of the Employee and spouse or a Dependent Child's losing eligibility for coverage as a Dependent Child), you or someone on your behalf must notify the Plan Administrator or its designee in writing within 60 days after the Qualifying Event occurs, using the procedures specified below. If these procedures are not followed or if the notice is not provided in writing to the Plan Administrator or its designee during the 60-day notice period, any spouse or Dependent Child who loses coverage will not be offered the option to elect continuation coverage. You must send this notice to the COBRA Administrator.

NOTICE PROCEDURES:

Any notice that you provide must be ***in writing***. Oral notice, including notice by telephone, is not acceptable. You must mail, fax or hand-deliver your notice to the person, department or firm listed below, at the following address:

Human Resources
City of Manitowoc
City Hall, 900 Quay Street
Manitowoc, WI 54220
(920) 686-6990

If mailed, your notice must be postmarked no later than the last day of the required notice period. Any notice you provide must state:

- the **name of the plan or plans** under which you lost or are losing coverage;
- the **name and address of the Employee** covered under the plan;
- the **name(s) and address(es) of the Qualified Beneficiary(ies)**; and
- the **Qualifying Event** and the **date** it happened.

If the Qualifying Event is a **divorce or legal separation**, your notice must include **a copy of the divorce decree or the legal separation agreement**.

Be aware that there are other notice requirements in other contexts, such as in order to qualify for a disability extension.

Once the Plan Administrator or its designee receives ***timely notice*** that a Qualifying Event has occurred, COBRA continuation coverage will be offered to each of the qualified beneficiaries. Each Qualified Beneficiary will have an independent right to elect COBRA continuation coverage. Covered Employees may elect COBRA continuation coverage for their spouses, and parents may elect COBRA continuation coverage on behalf of their Children. For each Qualified Beneficiary who elects COBRA continuation coverage, COBRA continuation coverage will begin on the date that plan coverage would otherwise have been lost (if, under your plan, the COBRA period begins on the date of the Qualifying Event, even though coverage actually ends later. If the Employee or their spouse or Dependent Children do not elect continuation coverage within the 60-day election period described above, the right to elect continuation coverage will be lost.

Waiver of a Qualified Beneficiary's election rights before end of period If, during the election period, a Qualified Beneficiary waives COBRA continuation coverage, the waiver can be revoked at any time before the end of the election period. Revocation of the waiver is an election of COBRA continuation

coverage. However, if a waiver is later revoked, coverage need not be provided retroactively (that is, from the date of the loss of coverage until the waiver is revoked). Waivers and revocations of waivers are considered made on the date they are sent to the Plan Administrator or its designee, as applicable.

Termination of a Qualified Beneficiary's COBRA continuation coverage. During the election period, a Qualified Beneficiary may waive COBRA continuation coverage. Except for an interruption of coverage in connection with a waiver, COBRA continuation coverage that has been elected for a Qualified Beneficiary must extend for at least the period beginning on the date of the Qualifying Event and ending not before the earliest of the following dates:

1. The last day of the applicable maximum coverage period.
2. The first day for which Timely Payment is not made to the Plan with respect to the Qualified Beneficiary.
3. The date upon which the Employer ceases to provide any group health plan (including a successor plan) to any Employee.
4. The date, after the date of the election, that the Qualified Beneficiary first becomes covered under any other Plan that does not contain any exclusion or limitation with respect to any Pre-Existing Condition, other than such an exclusion or limitation that does not apply to, or is satisfied by, the Qualified Beneficiary.
5. The date, after the date of the election that the Qualified Beneficiary first enrolls in the Medicare program (either part A or part B, whichever occurs earlier).
6. In the case of a Qualified Beneficiary entitled to a disability extension, the later of:
 - a. (i) 29 months after the date of the Qualifying Event, or (ii) the first day of the month that is more than 30 days after the date of a final determination under Title II or XVI of the Social Security Act that the disabled Qualified Beneficiary whose disability resulted in the Qualified Beneficiary's entitlement to the disability extension is no longer disabled, whichever is earlier; or
 - b. the end of the maximum coverage period that applies to the Qualified Beneficiary without regard to the disability extension.

The Plan can terminate for cause the coverage of a Qualified Beneficiary on the same basis that the Plan terminates for cause the coverage of similarly situated non-COBRA beneficiaries, such as for the submission of a fraudulent claim.

In the case of an individual who is not a Qualified Beneficiary and who is receiving coverage under the Plan solely because of the individual's relationship to a Qualified Beneficiary, if the Plan's obligation to make COBRA continuation coverage available to the Qualified Beneficiary ceases, the Plan is not obligated to make coverage available to the individual who is not a Qualified Beneficiary.

Maximum coverage periods for COBRA continuation coverage. The maximum coverage periods are based on the type of the Qualifying Event and the status of the Qualified Beneficiary, as shown below.

1. In the case of a Qualifying Event that is a termination of employment or reduction of hours of employment, the maximum coverage period ends 18 months after the Qualifying Event if

there is not a disability extension and 29 months after the Qualifying Event if there is a disability extension.

2. In the case of a covered Employee's enrollment in the Medicare program before experiencing a Qualifying Event that is a termination of employment or reduction of hours of employment, the maximum coverage period for Qualified Beneficiaries other than the covered Employee ends on the later of:
 - a. 36 months after the date the covered Employee becomes enrolled in the Medicare program; or
 - b. 18 months (or 29 months, if there is a disability extension) after the date of the covered Employee's termination of employment or reduction of hours of employment.
3. In the case of a Qualified Beneficiary who is a Child born to or placed for adoption with a covered Employee during a period of COBRA continuation coverage, the maximum coverage period is the maximum coverage period applicable to the Qualifying Event giving rise to the period of COBRA continuation coverage during which the Child was born or placed for adoption.
4. In the case of any other Qualifying Event than that described above, the maximum coverage period ends 36 months after the Qualifying Event.

Circumstances when the maximum coverage period be expanded. If a Qualifying Event that gives rise to an 18-month or 29-month maximum coverage period is followed, within that 18- or 29-month period, by a second Qualifying Event that gives rise to a 36-month maximum coverage period, the original period is expanded to 36 months, but only for individuals who are Qualified Beneficiaries at the time of both Qualifying Events. In no circumstance can the COBRA maximum coverage period be expanded to more than 36 months after the date of the first Qualifying Event. The Plan Administrator must be notified of the second Qualifying Event within 60 days of the second Qualifying Event. This notice must be sent to the COBRA Administrator.

Disability extension. A disability extension will be granted if an individual (whether or not the covered Employee) who is a Qualified Beneficiary in connection with the Qualifying Event that is a termination or reduction of hours of a covered Employee's employment, is determined under Title II or XVI of the Social Security Act to have been disabled at any time during the first 60 days of COBRA continuation coverage. To qualify for the disability extension, the Qualified Beneficiary must also provide the Plan Administrator with notice of the disability determination on a date that is both within 60 days after the date of the determination and before the end of the original 18-month maximum coverage. This notice should be sent to the COBRA Administrator.

Payment for COBRA continuation coverage. For any period of COBRA continuation coverage under the Plan, qualified beneficiaries who elect COBRA continuation coverage must pay for COBRA continuation coverage. Qualified beneficiaries will pay up to 102% of the applicable premium and up to 150% of the applicable premium for any expanded period of COBRA continuation coverage covering a disabled Qualified Beneficiary due to a disability extension. The Plan will terminate a Qualified Beneficiary's COBRA continuation coverage as of the first day of any period for which timely payment is not made.

Payment for COBRA continuation coverage in monthly installments. The Plan is also permitted to allow for payment at other intervals.

Timely Payment for COBRA continuation coverage. Timely Payment means a payment made no later than 30 days after the first day of the coverage period. Payment that is made to the Plan by a later date is also considered Timely Payment if either under the terms of the Plan, covered Employees or Qualified Beneficiaries are allowed until that later date to pay for their coverage for the period or under the terms of an arrangement between the Employer and the entity that provides Plan benefits on the Employer's behalf, the Employer is allowed until that later date to pay for coverage of similarly situated non-COBRA beneficiaries for the period.

Notwithstanding the above paragraph, the Plan does not require payment for any period of COBRA continuation coverage for a Qualified Beneficiary earlier than 45 days after the date on which the election of COBRA continuation coverage is made for that Qualified Beneficiary. Payment is considered made on the date on which it is postmarked to the Plan.

If Timely Payment is made to the Plan in an amount that is not significantly less than the amount the Plan requires to be paid for a period of coverage, then the amount paid will be deemed to satisfy the Plan's requirement for the amount to be paid, unless the Plan notifies the Qualified Beneficiary of the amount of the deficiency and grants a Reasonable period of time for payment of the deficiency to be made. A "Reasonable period of time" is 30 days after the notice is provided. A shortfall in a Timely Payment is not significant if it is no greater than the lesser of \$50 or 10% of the required amount.

Right to enroll in a conversion health plan at the end of the maximum coverage period for COBRA continuation coverage if one is offered by Employer. If a Qualified Beneficiary's COBRA continuation coverage under a group health plan ends as a result of the expiration of the applicable maximum coverage period, the Plan will, during the 180-day period that ends on that expiration date, provide the Qualified Beneficiary with the option of enrolling under a conversion health plan if such an option is otherwise generally available to similarly situated non-COBRA beneficiaries under the Plan. If such a conversion option is not otherwise generally available, it need not be made available to Qualified Beneficiaries.

Questions.

If a Covered Person has questions about COBRA continuation coverage, they should contact the COBRA Administrator or may contact the nearest Regional or District Office of the U.S. Department of Labor's Employee Benefits Security Administration (EBSA). Addresses and phone numbers of Regional and District EBSA Offices are available through EBSA's website at www.dol.gov/ebsa.

Keep the Plan Administrator informed of address changes.

In order to protect a Covered Person's family's rights, a Covered Person should keep the Plan Administrator informed of any changes in the addresses of family members. The Covered Person should also keep a copy, for their records, of any notices they send to the Plan Administrator.

COORDINATION OF BENEFITS

The Coordination of Benefits provision is intended to prevent the payment of benefits that exceed expenses. It applies when the Employee or any eligible Dependent who is covered by this Plan is also covered by any other plan or plans. When more than one coverage exists, one plan normally pays its benefits in full and the other plans pay a reduced benefit. This Plan will always pay either its benefits in full, or a reduced amount which when added to the benefits payable by the other plan or plans will not exceed 100% of allowable expenses. Only the amount paid by the Plan will be charged against the Plan maximums.

The Coordination of Benefits provision applies whether or not a claim is filed under the other plan or plans. If needed, authorization must be given this Plan to obtain information as to benefits or services available from the other plan or plans, or to recover overpayment.

All benefits contained in the Plan are subject to this provision.

Definitions

The term "plan" as used herein will mean any plan providing benefits or services for or by reason of medical, vision, or dental treatment, and such benefits or services are provided by:

1. Group insurance or any other arrangement for coverage for Covered Persons in a group whether on an insured or uninsured basis, including but not limited to:
 - a. Hospital indemnity benefits.
 - b. Hospital reimbursement-type plans which permit the Covered Person to elect indemnity at the time of claims.
2. Hospital or medical service organizations on a group basis, group practice, and other group prepayment plans.
3. Hospital or medical service organizations on an individual basis having a provision similar in effect to this provision.
4. A licensed Health Maintenance Organization (H.M.O.).
5. Any coverage for students which is sponsored by or provided through a school or other educational institution.
6. Any coverage under a governmental program and any coverage required or provided by any statute.
7. If the individual is covered under this plan through COBRA continuation coverage, then this plan will pay secondary to all other coverage.
8. Group automobile insurance.
9. Individual automobile insurance coverage on an automobile leased or owned by the Company.

10. Individual automobile insurance coverage based upon the principles of "No-Fault" and/or Personal Injury Protection coverage.

11. Medical payment coverage under any group or individual automobile policy.

The term "plan" will be construed separately with respect to each policy, contract, or other arrangement for benefits or services, and separately with respect to that portion of any such policy, contract, or other arrangement that reserves the right to take the benefits or services of other plans into consideration in determining its benefits and to that portion that does not.

The term "allowable expenses" means any necessary item of expense, the charge for which is reasonable, regular, and customary, at least a portion of which is covered under at least one of the plans covering the person for whom claim is made. When a plan provides benefits in the form of services rather than cash payments, then the reasonable cash value of each service rendered will be deemed to be both an allowable expense and a benefit paid.

In the case of HMO (Health Maintenance Organization) or other in-network-only plans, this Plan will not consider any charges in excess of what an HMO or network provider has agreed to accept as payment in full. Also, when an HMO or network plan is primary and the Covered Person does not use an HMO or network provider, this Plan will not consider as an allowable charge any charge that would have been covered by the HMO or network plan had the Covered Person used the services of an HMO or network provider.

The term "claim determination period" means a Calendar Year or that portion of a Calendar Year during which the Covered Person for whom claim is made has been covered under this Plan.

Coordination Procedures

Notwithstanding the other provisions of this Plan, benefits that would be payable under this Plan will be reduced so that the sum of benefits and all benefits payable under all other plans will not exceed the total of allowable expenses incurred during any claim determination period with respect to a Covered Person eligible for:

1. Benefits either as an insured person or participant or as a Dependent under any other plan which has no provision similar in effect to this provision, or
2. Dependent benefits under this Plan for a Covered Person who is also eligible for benefits:
 - a. As an insured person or participant under any other plan, or
 - b. As a dependent covered under another group plan.
3. Employee benefits under this Plan for an Employee who is also eligible for benefits as an insured person or participant under any other plan and has been covered continuously for a longer period of time under such other plan.

Order of Benefit Determination

Each plan makes its claim payment according to where it falls in this order, if Medicare is not involved:

1. If a plan contains no provision for coordination of benefits, then it pays before all other plans.

2. This Plan shall be “secondary” in coverage to any no fault automobile insurance policy, regardless of any election made to the contrary by a covered Plan Participant. Any available no-fault insurance shall be the “primary” coverage for any health care bills incurred as a result of any auto accident.
3. The plan which covers the claimant as an Employee or named insured pays as though no other plan existed; remaining recognized charges are paid under a plan which covers the claimant as a Dependent.
4. If the claimant is a Dependent child, the plan of the parent whose birthday occurs first in the Calendar Year shall pay first. However, if his parents are divorced, then:
 - a. The plan of the parent with custody pays first, unless a court order or decree specifies the other parent to have financial responsibility; in which case, that parent's plan would pay first.
 - b. The plan of a stepparent with whom he lives pays second (if applicable).
 - c. The plan of the parent without custody pays third.
5. The Plan covering this individual as an active Employee or a Dependent of an active Employee shall be primary.
6. The benefits of a plan which covers a person as an employee who is neither laid off nor retired are determined before those of a plan which covers that person as a laid off or retired employee. If the other plan does not have this rule, and if, as a result, the plans do not agree on the order of benefits, this rule will not apply.
7. If the individual is covered through this Plan as a COBRA Continuation Coverage participant, then this plan will always pay secondary to the other plan.
8. If a Dependent, as defined by the Plan, has other coverage, then the other coverage shall be primary and this coverage will be secondary.
9. If the order set out above does not apply in a particular case, then the plan which has covered the claimant for the longest period of time will pay first.

The Company has the right:

To obtain or share information with an insurance company or other organization regarding Coordination of Benefits without the claimant's consent.

To require that the claimant provide the Company with information on such other plans so that this provision may be implemented.

To pay the amount due under this Plan to an insurer or other organization if this is necessary, in the Company's opinion, to satisfy the terms of this provision.

Facility of Payment

Whenever payments which should have been made under this Plan in accordance with this provision have been made under any other plan or plans, the Company will have the right, exercisable alone and in its

sole discretion, to pay to any insurance company or other organization or person making such other payments any amounts it will determine in order to satisfy the intent of this provision, and amounts so paid will be deemed to be benefits paid under this Plan and to the extent of such payments, the Company will be fully discharged from liability under this Plan.

The benefits that are payable will be charged against any applicable maximum payment or benefit of this Plan, rather than the amount payable in the absence of this provision.

Right to Receive and Release Necessary Information

For the purposes of determining the applicability of and implementing the terms of this provision of the Plan or any similar provision of any other plans, the Company may, without the consent of or notice to any person, release to or obtain from any insurance company or other organization or person any information, with respect to any person, which the Company deems to be necessary for such purposes. Any person claiming benefits under this Plan shall furnish to the Company such information as may be necessary to implement this provision.

Effect of Medicare

It is the intent of the Plan to adhere to the laws of DEFRA, TEFRA, and COBRA as currently constituted and as amended from time to time. Any Employee or Dependent eligible for Medicare should contact the Claims Administrator for current rulings.

If any Covered Person eligible for Medicare fails to enroll, benefits will be paid by the Plan as though the person had enrolled. (See General Limitations on Medicare)

SUBROGATION, REIMBURSEMENT, AND/OR THIRD PARTY RESPONSIBILITY

A. Payment Condition

1. The Plan, in its sole discretion, may elect to conditionally advance payment of benefits in those situations where an Injury, Sickness, disease or disability is caused in whole or in part by, or results from the acts or omissions of Plan Participants, and/or their dependents, beneficiaries, estate, heirs, guardian, personal representative, or assigns (collectively referred to hereinafter in this section as "Plan Participant(s)") or a third party, where any party besides the Plan may be responsible for expenses arising from an incident, and/or other funds are available, including but not limited to no-fault, uninsured motorist, underinsured motorist, medical payment provisions, third party assets, third party insurance, and/or grantor(s) of a third party (collectively "Coverage").
2. Plan Participant(s), his or her attorney, and/or Legal Guardian of a minor or incapacitated individual agrees that acceptance of the Plan's conditional payment of medical benefits is constructive notice of these provisions in their entirety and agrees to maintain one hundred percent (100%) of the Plan's conditional payment of benefits or the full extent of payment from any one or combination of first and third party sources in trust, without disruption except for reimbursement to the Plan or the Plan's assignee. By accepting benefits the Plan Participant(s) agrees the Plan shall have an equitable lien on any funds received by the Plan Participant(s) and/or their attorney from any source and said funds shall be held in trust until such time as the obligations under this provision are fully satisfied. The Plan Participant(s) agrees to include the Plan's name as a co-payee on any and all settlement drafts.
3. In the event a Plan Participant(s) settles, recovers, or is reimbursed by any Coverage, the Plan Participant(s) agrees to reimburse the Plan for all benefits paid or that will be paid by the Plan on behalf of the Plan Participant(s). If the Plan Participant(s) fails to reimburse the Plan out of any judgment or settlement received, the Plan Participant(s) will be responsible for any and all expenses (fees and costs) associated with the Plan's attempt to recover such money.
4. If there is more than one party responsible for charges paid by the Plan, or may be responsible for charges paid by the Plan, the Plan will not be required to select a particular party from whom reimbursement is due. Furthermore, unallocated settlement funds meant to compensate multiple injured parties of which the Plan Participant(s) is/are only one or a few, that unallocated settlement fund is considered designated as an "identifiable" fund from which the plan may seek reimbursement.

B. Subrogation

1. As a condition to participating in and receiving benefits under this Plan, the Plan Participant(s) agrees to assign to the Plan the right to subrogate and pursue any and all claims, causes of action or rights that may arise against any person, corporation and/or entity and to any Coverage to which the Plan Participant(s) is entitled, regardless of how classified or characterized, at the Plan's discretion.
2. If a Plan Participant(s) receives or becomes entitled to receive benefits, an automatic equitable lien attaches in favor of the Plan to any claim, which any Plan Participant(s) may have against any Coverage and/or party causing the Sickness or Injury to the extent of such conditional payment by the Plan plus Reasonable costs of collection.
3. The Plan may, at its discretion, in its own name or in the name of the Plan Participant(s) commence a proceeding or pursue a claim against any party or Coverage for the recovery of all damages to the full extent of the value of any such benefits or conditional payments advanced by the Plan.

4. If the Plan Participant(s) fails to file a claim or pursue damages against:
 - a) The responsible party, its insurer, or any other source on behalf of that party;
 - b) Any first party insurance through medical payment coverage, personal Injury protection, no-fault coverage, uninsured or underinsured motorist coverage;
 - c) Any policy of insurance from any insurance Company or guarantor of a third party;
 - d) Worker's compensation or other liability insurance Company; or
 - e) Any other source, including but not limited to crime victim restitution funds, any medical, disability or other benefit payments, and school insurance coverage;

the Plan Participant(s) authorizes the Plan to pursue, sue, compromise and/or settle any such claims in the Plan Participant(s)' and/or the Plan's name and agrees to fully cooperate with the Plan in the prosecution of any such claims. The Plan Participant(s) assigns all rights to the Plan or its assignee to pursue a claim and the recovery of all expenses from any and all sources listed above.

C. Right of Reimbursement

1. The Plan shall be entitled to recover 100% of the benefits paid, without deduction for attorneys' fees and costs or application of the common fund doctrine, make whole doctrine, or any other similar legal theory, without regard to whether the Plan Participant(s) is fully compensated by his/her recovery from all sources. The Plan shall have an equitable lien which supersedes all common law or statutory rules, doctrines, and laws of any State prohibiting assignment of rights which interferes with or compromises in any way the Plan's equitable lien and right to reimbursement. The obligation to reimburse the Plan in full exists regardless of how the judgment or settlement is classified and whether or not the judgment or settlement specifically designates the recovery or a portion of it as including medical, disability, or other expenses. If the Plan Participant(s)' recovery is less than the benefits paid, then the Plan is entitled to be paid all of the recovery achieved.
2. No court costs, experts' fees, attorneys' fees, filing fees, or other costs or expenses of litigation may be deducted from the Plan's recovery without the prior, expressed written consent of the Plan.
3. The Plan's right of subrogation and reimbursement will not be reduced or affected as a result of any fault or claim on the part of the Plan Participant(s), whether under the doctrines of causation, comparative fault or contributory negligence, or other similar doctrine in law. Accordingly, any lien reduction statutes, which attempt to apply such laws and reduce a subrogating Plan's recovery will not be applicable to the Plan and will not reduce the Plan's reimbursement rights.
4. These rights of subrogation and reimbursement shall apply without regard to whether any separate written acknowledgment of these rights is required by the Plan and signed by the Plan Participant(s).
5. This provision shall not limit any other remedies of the Plan provided by law. These rights of subrogation and reimbursement shall apply without regard to the location of the event that led to or caused the applicable Sickness, Injury, disease or disability.

D. Excess Insurance

If at the time of Injury, Sickness, disease or disability there is available, or potentially available any Coverage (including but not limited to Coverage resulting from a judgment at law or settlements), the benefits under this Plan shall apply only as an excess over such other sources of Coverage, except as otherwise provided for under the Plan's Coordination of Benefits section. The Plan's benefits shall be excess to:

- a. the responsible party, its insurer, or any other source on behalf of that party;
- b. any first party insurance through medical payment coverage, personal Injury protection, no-fault coverage, uninsured or underinsured motorist coverage;
- c. any policy of insurance from any insurance Company or guarantor of a third party;
- d. worker's compensation or other liability insurance Company or
- e. any other source, including but not limited to crime victim restitution funds, any medical, disability or other benefit payments, and school insurance coverage;

E. Separation of Funds

Benefits paid by the Plan, funds recovered by the Plan Participant(s), and funds held in trust over which the Plan has an equitable lien exist separately from the property and estate of the Plan Participant(s), such that the death of the Plan Participant(s), or filing of bankruptcy by the Plan Participant(s), will not affect the Plan's equitable lien, the funds over which the Plan has a lien, or the Plan's right to subrogation and reimbursement.

F. Wrongful Death

In the event that the Plan Participant(s) dies as a result of his or her injuries and a wrongful death or survivor claim is asserted against a third party or any Coverage, the Plan's subrogation and reimbursement rights shall still apply.

G. Obligations

1. It is the Plan Participant(s)' obligation at all times, both prior to and after payment of medical benefits by the Plan:
 - a. to cooperate with the Plan, or any representatives of the Plan, in protecting its rights, including discovery, attending depositions, and/or cooperating in trial to preserve the Plan's rights;
 - b. to provide the Plan with pertinent information regarding the Sickness, disease, disability, or Injury, including accident reports, settlement information and any other requested additional information;
 - c. to take such action and execute such documents as the Plan may require to facilitate enforcement of its subrogation and reimbursement rights;
 - d. to do nothing to prejudice the Plan's rights of subrogation and reimbursement;
 - e. to promptly reimburse the Plan when a recovery through settlement, judgment, award or other payment is received; and
 - f. to not settle or release, without the prior consent of the Plan, any claim to the extent that the Plan Beneficiary may have against any responsible party or Coverage.
2. If the Plan Participant(s) and/or his or her attorney fails to reimburse the Plan for all benefits paid or to be paid, as a result of said Injury or condition, out of any proceeds, judgment or settlement received, the Plan Participant(s) will be responsible for any and all expenses (whether fees or costs) associated with the Plan's attempt to recover such money from the Plan Participant(s).
3. The Plan's rights to reimbursement and/or subrogation are in no way dependent upon the Plan Participant(s)' cooperation or adherence to these terms.

H. Offset

Failure by the Plan Participant(s) and/or his or her attorney to comply with any of these requirements may, at the Plan's discretion, result in a forfeiture of payment by the Plan of medical benefits and any funds or payments due under this Plan on behalf of the Plan Participant(s) may be withheld until the Plan Participant(s) satisfies his or her obligation.

I. Minor Status

1. In the event the Plan Participant(s) is a minor as that term is defined by applicable law, the minor's parents or court-appointed guardian shall cooperate in any and all actions by the Plan to seek and obtain requisite court approval to bind the minor and his or her estate insofar as these subrogation and reimbursement provisions are concerned.
2. If the minor's parents or court-appointed guardian fail to take such action, the Plan shall have no obligation to advance payment of medical benefits on behalf of the minor. Any court costs or legal fees associated with obtaining such approval shall be paid by the minor's parents or court-appointed guardian.

J. Language Interpretation

The Plan Administrator retains sole, full and final discretionary authority to construe and interpret the language of this provision, to determine all questions of fact and law arising under this provision, and to administer the Plan's subrogation and reimbursement rights. The Plan Administrator may amend the Plan at any time without notice.

K. Severability

In the event that any section of this provision is considered invalid or illegal for any reason, said invalidity or illegality shall not affect the remaining sections of this provision and Plan. The section shall be fully severable. The Plan shall be construed and enforced as if such invalid or illegal sections had never been inserted in the Plan.

DEFINITIONS

ACCIDENTAL INJURY

A condition which is the result of bodily Injury caused by an external force; or a condition caused as the result of an incident which is precipitated by an act of unusual circumstances likely to result in unexpected consequences. This incident must be a sufficient departure from the claimant's normal and ordinary lifestyle or routine. The condition must be an instantaneous one, rather than one which continues, progresses or develops.

ACTIVELY AT WORK

An Employee is considered to be actively at work when performing, in the customary manner, all of the regular duties of their occupation with the Company. An Employee shall be deemed actively at work on each day of a regular paid vacation; on a regular non-working day, provided they were actively at work on the last preceding regular working day; or as otherwise noted in the Eligibility section.

ADVERSE BENEFIT DETERMINATION

Adverse Benefit Determination means any of the following:

1. A denial in benefits;
2. A reduction in benefits;
3. A rescission of coverage;
4. A termination of benefits; or
5. 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 Claimant's eligibility to participate in the Plan.

ALLOWABLE EXPENSES

Any Medically Necessary, Usual & Customary expense, Incurred while the Covered Person is eligible for benefits under this Plan.

AMBULATORY SURGICAL CENTER

An institution or facility, either free-standing or as part of a Hospital, with permanent facilities, equipped and operated for the primary purpose of performing Surgical Procedures and to which a patient is admitted to and discharged from within a twenty-four (24) hour period. An office maintained by a Physician for the practice of medicine or Dentistry or for the primary purpose of performing terminations of Pregnancy shall not be considered to be an Ambulatory Surgical Center.

AMENDMENT

A formal document that changes the provisions of the Plan Document, duly signed by the authorized person or persons as designated by the Plan Administrator.

ASSIGNMENT OF BENEFITS

An arrangement whereby the Plan Participant assigns their right to seek and receive payment of eligible Plan benefits, in strict accordance with the terms of this Plan Document, to a Provider. If a provider accepts said arrangement, Providers' rights to receive Plan benefits are equal to those of a Plan Participant, and are limited by the terms of this Plan Document. A Provider that accepts this arrangement indicates acceptance of an "Assignment of Benefits" as consideration in full for services, supplies, and/or treatment rendered.

BENEFIT PERCENTAGE

That portion of Eligible Expenses to be paid by the Plan in accordance with the coverage provisions as stated in the Plan. It is the basis used to determine any out-of-pocket expenses in excess of the annual Deductible which are to be paid by the Employee.

BENEFIT PERIOD

A time period of one Calendar Year. Such benefit period will terminate on the earliest of the following dates:

1. The last day of the one-year period so established;
2. The day the Maximum Benefit applicable to the Covered Person becomes payable.

BIRTHING CENTER

Any free-standing health facility, place, professional office or institution which is not a Hospital or in a Hospital, where births occur in a home-like atmosphere. This facility must be licensed and operated in accordance with the law pertaining to Birth Centers in the jurisdiction where the facility is located.

The Birthing Center must provide facilities for obstetrical delivery and short-term recovery after delivery; provide care under the full-time supervision of a Physician and either a Registered Nurse (R.N.) or a licensed nurse-midwife; and have a written agreement with a Hospital in the same locality for immediate acceptance of patients who develop complications or require pre- or post- delivery Confinement.

CALENDAR YEAR

A period of time commencing on January 1 and ending on December 31 of the same given year.

CERTIFIED COUNSELOR

An individual qualified by education, training, and experience to provide counseling in relation to emotional disorders, psychiatric conditions, or Substance Abuse.

CHELATION THERAPY

The technique of introducing a substance into the circulatory system to remove minerals from the body. Often used to treat poisoning by heavy metals like iron, lead and arsenic. Used Experimentally to attempt to reduce arterial plaque.

CHILD

Child means, in addition to the Employee's own blood descendant of the first degree or lawfully adopted Child, a Child placed with a covered Employee in anticipation of adoption, a covered Employee's Child who is an alternate recipient under a Qualified Medical Child Support Order as required by the Federal Omnibus Budget Reconciliation Act of 1993, any stepchild, an "eligible foster Child," which is defined as an individual placed with the Employee by an authorized placement agency or by judgment, decree or other order of a court of competent jurisdiction or any other Child for whom the Employee has obtained Legal Guardianship.

CHIROPRACTOR TREATMENT

Services performed by a person trained and licensed to practice chiropractic medicine, provided those services are for the remedy of diseases or conditions which the chiropractor is licensed to treat.

CHIP

CHIP refers to the Children's Health Insurance Program or any provision or section thereof, which is herein specifically referred to, as such act, provision or section may be amended from time to time.

CHIPRA

CHIPRA refers to the Children's Health Insurance Program Reauthorization Act of 2009 or any provision or section thereof, which is herein specifically referred to, as such act.

CLAIM DETERMINATION PERIOD

A Calendar Year or that portion of a Calendar Year during which the individual for whom claim is made has been covered under this Plan.

CLAIMS ADMINISTRATOR

The person or firm employed by the Employer to provide consulting services to the Employer in connection with the operation of the Plan and any other functions, including the processing and payment of claims.

CLEAN CLAIM

A claim that can be processed in accordance with the terms of this document without obtaining additional information from the service Provider or a third party. It is a claim which has no defect or impropriety.

A defect or impropriety shall include a lack of required sustaining documentation as set forth and in accordance with this document, or a particular circumstance requiring special treatment which prevents timely payment as set forth in this document, and only as permitted by this document, from being made.

A Clean Claim does not include claims under investigation for fraud and abuse or claims under review for Medical Necessity and Reasonableness, or fees under review for Usual and Customariness, or any other matter that may prevent the charge(s) from being covered expenses in accordance with the terms of this document.

Filing a Clean Claim. A Provider submits a Clean Claim by providing the required data elements on the standard claims forms, along with any attachments and additional elements or revisions to data elements, attachments and additional elements, of which the Provider has knowledge. The Plan Administrator may require attachments or other information in addition to these standard forms (as noted elsewhere in this document and at other times prior to claim submittal) to ensure charges constitute covered expenses as defined by and in accordance with the terms of this document. The paper claim form or electronic file record must include all required data elements and must be complete, legible, and accurate. A claim will not be considered to be a Clean Claim if the Plan Participant has failed to submit required forms or additional information to the Plan as well.

CLOSE RELATIVE

The spouse, parent, brother, sister, Child, or in-law of the Covered Person.

COBRA

The Consolidated Omnibus Budget Reconciliation Act of 1985, as amended.

COINSURANCE

That figure shown as a percentage in the Schedule of Benefits used to compute the amount of benefit payable when the Plan states that a percentage is payable.

COMPANY

City of Manitowoc

CONFINEMENT

A continuous stay in the Hospital(s) or extended care facility(ies) or combination thereof, due to a Sickness or Injury diagnosed by a Physician.

CONVALESCENT PERIOD

A period of time commencing with the date of Confinement by a Covered Person in a Skilled Nursing or Extended Care Facility. A Convalescent Period will terminate when the Covered Person has been free of Confinement in any and all institutions providing Hospital or nursing care for a period of thirty (30) consecutive days. A new Convalescent Period shall not commence until a previous Convalescent Period has terminated.

CO-PAYMENT

An amount of money that is paid each time a particular service is used.

COSMETIC PROCEDURE

Any procedure performed primarily:

1. to improve physical appearance; or
2. to treat a mental disorder through a change in bodily form; or
3. to change or restore bodily form without correcting or materially improving a bodily function.

COVERED MEDICAL EXPENSES

Services and supplies which are not specifically excluded from coverage under this Plan and are Medically Necessary to treat Injury or Sickness unless this Plan specifically states otherwise.

COVERED PERSON

Any Employee or Dependent of an Employee meeting the eligibility requirements for coverage as specified in this Plan, and properly enrolled in the Plan.

CREDITABLE COVERAGE

Creditable Coverage includes most health coverage, such as coverage under a group health plan (including COBRA continuation coverage), HMO membership, an individual health insurance policy, Medicaid or Medicare.

Creditable Coverage does not include coverage consisting solely of dental or vision benefits.

CUSTODIAL CARE

That type of care or service, wherever furnished and by whatever name called, which is designed primarily to assist a Covered Person, whether or not Totally Disabled, in the activities of daily living. Such activities include, but are not limited to: bathing, dressing, feeding, preparation of special diets, assistance in walking or in getting in and out of bed, and supervision over medication which can normally be self-administered.

DEDUCTIBLE

A specified dollar amount of covered expenses which must be Incurred during a benefit period before any other covered expenses can be considered for payment according to the applicable benefit percentage.

DEFRA

The Deficit Reduction Act of 1984, as amended.

DENTIST

An individual who is duly licensed to practice Dentistry or oral surgery in the state where the dental service is performed and who is operating within the scope of his license. For the purpose of this definition, a Physician will be considered to be a Dentist when he or she performs any of the dental services described herein and is operating within the scope of his license.

DEPENDENT COVERAGE

Eligibility under the terms of the Plan for benefits payable as a consequence of Eligible Expenses Incurred for a Sickness or Injury of a Dependent.

DURABLE MEDICAL EQUIPMENT

Equipment prescribed by the attending Physician which meets all of the following requirements: 1) it is Medically Necessary; 2) it can withstand repeated use; 3) it is not disposable; 4) it is not useful in the absence of a Sickness or Injury; 5) it would have been covered if provided in a Hospital; and 6) it is appropriate for use in the home.

EDUCATIONAL INSTITUTION

An institution accredited in the current publication of accredited institutions of higher education including vocational technical schools.

ELIGIBLE EXPENSE

Any Medically Necessary treatment, service, or supply that is not specifically excluded from coverage elsewhere in this Plan.

ELIGIBLE PROVIDER

Eligible Providers shall include the following legally licensed or duly certified health care providers to the extent that same, within the scope of their license, are permitted to perform services which are considered Eligible Expenses under the Plan:

- Ambulatory Surgical Center
- Audiologist (MS)
- Birthing Center
- Certified Counselor
- Certified Registered Nurse Anesthetist
- Chiropractor
- Clinic
- Dentist
- Dialysis Center
- Home Health Agency
- Hospice
- Hospital
- Laboratory
- Licensed Practical Nurse
- Medical Supply Purveyor
- Midwife
- Nurse Practitioner
- Occupational Therapist
- Ophthalmologist
- Optometrist
- Oral Surgeon
- Osteopath
- Outpatient Psychiatric Treatment Facility
- Outpatient Substance Abuse Treatment Facility
- Pharmacy/Pharmacist
- Physical Therapist
- Physician (M.D.)
- Physician's Assistant

- Podiatrist
- Professional ambulance service
- Psychiatrist
- Psychologist
- Registered Dietitian
- Registered Nurse
- Skilled Nursing Facility
- Social Worker
- Speech Therapist

"Eligible Provider" shall not include the Covered Person or any Close Relative of the Covered Person.

EMERGENCY

A situation where necessary treatment is required as the result of a sudden and severe medical event or acute condition. An Emergency includes poisoning, shock, and hemorrhage. Other Emergencies and acute conditions may be considered on receipt of proof, satisfactory to the Plan, that an Emergency did exist. The Plan may, at its own discretion, request satisfactory proof that an Emergency or acute condition did exist.

EMERGENCY MEDICAL CONDITION

A medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) so that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in a condition described in clause (i), (ii), or (iii) of section 1867(e)(1)(A) of the Social Security Act (42 U.S.C. 1395dd(e)(1)(A)). In that provision of the Social Security Act, clause (i) refers to placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn Child) in serious jeopardy; clause (ii) refers to serious impairment to bodily functions; and clause (iii) refers to serious dysfunction of any bodily organ or part.

EMERGENCY SERVICES

Emergency Services means, with respect to an Emergency Medical Condition:

1. A medical screening examination (as required under section 1867 of the Social Security Act, 42 U.S.C. 1395dd) that is within the capability of the Emergency department of a Hospital, including ancillary services routinely available to the Emergency department to evaluate such Emergency Medical Condition; and
2. Such further medical examination and treatment, to the extent they are within the capabilities of the staff and facilities available at the Hospital, as are required under section 1867 of the Social Security Act (42 U.S.C. 1395dd) to stabilize the patient.

EMPLOYEE

An active employee of the Company receiving compensation from the Company for services rendered to the Company. Employee means a person who is in an Employer-Employee relationship with the Company and who is classified by the Company as a regular Employee. The term Employee does not include any Employee covered by a collective bargaining agreement that does not provide for coverage under the Plan, provided that health care benefits were the subject of good faith bargaining between the Employee's bargaining representative and the Company. The term Employee does not include an Employee classified by the Company as a temporary or seasonal Employee.

EMPLOYEE COVERAGE

Coverage hereunder providing benefits payable as a consequence of an Injury or Sickness of an Employee.

EMPLOYER

City of Manitowoc

ENROLLMENT DATE

Enrollment Date, within the meaning of HIPAA, as defined by the Department of Labor is the first day of coverage. If there is a Waiting Period, it is the first day of the Waiting Period.

ESSENTIAL HEALTH BENEFITS

Essential Health Benefits mean, under section 1302(b) of the Patient Protection and Affordable Care Act, those health benefits to include at least the following general categories and the items and services covered within the categories: ambulatory patient services; Emergency Services; Hospitalization; maternity and Newborn care; mental health and Substance Abuse disorder services, including behavioral health treatment; Prescription Drugs; rehabilitative and habilitative services and devices; laboratory services; preventive and wellness services and chronic disease management; and pediatric services, including oral and vision care.

EXPENSES INCURRED

The day expenses or services are rendered.

EXPERIMENTAL

Services, supplies, care and treatment which do not constitute accepted medical practice properly within the range of appropriate medical practice under the standards of the case and by the standards of a reasonably substantial, qualified, responsible, relevant segment of the medical community or government oversight agencies at the time services were rendered.

Experimental or investigational services typically include:

- a. Care, procedures, treatment protocol or technology which is:
 - i. Not widely accepted as safe, effective and appropriate for the Injury or Sickness throughout the recognized medical profession and established medical societies in the United States; or
 - ii. Experimental, in the research or investigational stage or conducted as part of research protocol, or has not been proved by statistically significant randomized clinical trials to establish increased survival or improvement in the quality of life over other conventional therapies.

- b. Drugs, tests, and technology which are:
 - i. Not FDA-approved for general use;
 - ii. Considered Experimental; or
 - iii. For investigational use.

The Plan Administrator must make an independent evaluation of the experimental/non-experimental standings of specific technologies. The Plan Administrator shall be guided by a reasonable interpretation of Plan provisions. The decisions shall be made in good faith and rendered following a detailed factual background investigation of the claim and the proposed treatment. The Plan Administrator will be guided by the following principles in review; if

1. The drug or device cannot be lawfully marketed without approval of the U.S. Food and Drug Administration and approval for marketing has not been given at the time the drug or device is furnished; or

2. The drug, device, medical treatment or procedure, or the patient informed consent document utilized with the drug, device, treatment or procedure, was reviewed and approved by the treating facility's Institutional Review Board or other body serving a similar function, or if federal law requires such review or approval; or
3. Reliable Evidence shows that the drug, device, medical treatment or procedure is the subject of any on-going phase of clinical trial, or is otherwise under study to determine its maximum tolerated dose, its toxicity, its safety, its efficacy or its efficacy as compared with a standard means of treatment or diagnosis; or
4. Reliable Evidence shows that the prevailing opinion among experts regarding the drug, device, medical treatment or procedure is that further studies or clinical trials are necessary to determine its maximum tolerated dose, its toxicity, its safety, its efficacy or its efficacy as compared with a standard means of treatment or diagnosis.

Reliable Evidence shall mean only published reports and articles in the authoritative medical and scientific literature; the written protocol or protocols used by the treating facility or the protocol(s) of another facility studying substantially the same drug, service, medical treatment or procedure; or the written informed consent used by the treating facility or by another facility studying substantially the same drug, device, medical treatment or procedure. The Plan Administrator may also rely on the Data project of the American Medical Association, the National Institute of Health, the U.S. Food and Drug Administration, The National Cancer Institute, The National Comprehensive Cancer Network (NCCN), Office of Health Technology Assessment, the Health Care Financing Administration of the U.S. Department of Health and Human Services, and Congressional Office of Technology Assessment in determining investigational or experimental services.

Drugs are considered Experimental if they are not commercially available for purchase and/or they are not approved by the FDA for general use.

Expenses related to Off-Label Drug Use (the use of a drug for a purpose other than that for which it was approved by the FDA) will be eligible for coverage when all of the following criteria have been satisfied:

1. The named drug is not specifically excluded under the General Limitations of the Plan; and
2. The named drug has been approved by the FDA; and
3. The Off-Label Drug Use is appropriate and generally accepted by the medical community for the condition being treated; and
4. If the drug is used for the treatment of cancer, the American Hospital Formulary Service Drug Information or the NCCN Drugs and Biologics Compendia recognize it as an appropriate treatment for that form of cancer.

FAMILY UNIT

A Covered Employee and his eligible Dependents.

FAMILY AND MEDICAL LEAVE ACT

A Federal law, first effective August 5, 1993, that applies to Employers with fifty (50) or more Employees. Some states also have adopted a version of this law.

FIDUCIARY

City of Manitowoc, which has the authority to control and manage the operation and administration of this Plan.

FORMULARY

A list of prescription medications of safe, effective therapeutic drugs specifically covered by this Plan.

FULL-TIME WORK

A basis whereby an Employee works for the Employer for an average of at least 40 hours per week on a Regular Basis. Such work may occur either at the usual place of business of the Employer or at a location to which the business of the Employer requires the Employee to travel and for which he receives regular earnings from the Employer.

GENETIC INFORMATION

Information about genes, gene products and inherited characteristics that may derive from an individual or a family member. This includes information regarding carrier status and information derived from laboratory tests that identify mutations in specific genes or chromosomes, physical medical examinations, family histories, and direct analysis of genes or chromosomes.

GINA

GINA means the Genetic Information Nondiscrimination Act of 2008 (Public Law No. 110-233), which prohibits group health plans, issuers of individual health care policies, and Employers from discriminating on the basis of Genetic Information.

HIPAA

HIPAA means the Health Insurance Portability and Accountability Act of 1996, as amended.

HOME HEALTH CARE AGENCY

A Medicare-approved public or private agency or organization that specializes in providing medical care and treatment in the home. Such a provider must be primarily engaged in and duly licensed by the appropriate licensing authority (if such licensing is required) to provide skilled nursing services and other therapeutic services. It must have policies established by a professional group associated with the agency or organization, including at least one Physician and at least one Registered Nurse (R.N.) to govern the services provided, and it must provide for full-time supervision of such services by a Physician or Registered Nurse. Its staff must maintain a complete medical record on each individual and it must have a full-time administrator.

HOME HEALTH CARE PLAN

A program for continued care and treatment of the Covered Person established and approved in writing by the Covered Person's attending Physician. The attending Physician must certify that the proper treatment of the Sickness or Injury would require continued Confinement as a resident Inpatient in a Hospital or extended care facility in the absence of the services and supplies provided as part of the Home Health Care Plan.

HOSPICE

A health care program providing a coordinated set of services rendered at home, in Outpatient settings, or in institutional settings for Covered Persons suffering from a condition that has a terminal prognosis. A Hospice must have an interdisciplinary group of personnel which includes at least one Physician and one Registered Nurse, and its staff must maintain central clinical records on all patients. A Hospice must meet the standards of the National Hospice Organization (NHO) and applicable state licensing.

HOSPITAL

An institution which meets all of the following conditions:

1. It is engaged primarily in providing medical care and treatment to an ill or injured person on an

Inpatient basis at the patient's expense.

2. It is constituted, licensed, and operated in accordance with the laws of jurisdiction in which it is located which pertain to Hospitals.
3. It maintains on its premises all the facilities necessary to provide for the diagnosis and medical and surgical treatment of a Sickness or an Injury.
4. Such treatment is provided for compensation by or under the supervision of Physicians, with continuous 24 hour nursing services by Registered Nurses (R.N.'s).
5. It is accredited by the Joint Commission on the Accreditation of Health Care Organizations (JCAHCO). The JCAHCO accreditation limitation may be waived at the discretion of the Plan if the only Hospital in the immediate area is not JCAHCO approved.
6. It is a provider of services under Medicare.
7. It is not, other than incidentally, a place for rest, a place for the aged, or a nursing home.

The definition of "Hospital" will also include an institution qualified for the treatment of psychiatric problems, Substance Abuse, or tuberculosis that does not have surgical facilities and/or is not approved by Medicare, provided that such institution satisfies the definition of Hospital in all other respects.

HOSPITAL MISCELLANEOUS EXPENSES

The actual charges made by a Hospital in its own behalf for services and supplies rendered to the Covered Person which are Medically Necessary for the treatment of such Covered Person. Hospital Miscellaneous Expenses do not include charges for Room and Board or for professional services (including intensive nursing care by whatever name called), regardless of whether the services are rendered under the direction of the Hospital or otherwise.

ILLNESS

A bodily disorder, disease, physical Sickness, mental infirmity, or functional nervous disorder of a Covered Person. A recurrent Sickness will be considered one Sickness. Concurrent Sicknesses will be considered one Sickness unless the concurrent Sicknesses are totally unrelated. All such disorders existing simultaneously which are due to the same or related causes shall be considered one Sickness.

INCURRED

Incurred means that a covered expense is Incurred on the date the service is rendered or the supply is obtained. With respect to a course of treatment or procedure which includes several steps or phases of treatment, covered expenses are Incurred for the various steps or phases as the services related to each step are rendered and not when services relating to the initial step or phase are rendered. More specifically, covered expenses for the entire procedure or course of treatment are not Incurred upon commencement of the first stage of the procedure or course of treatment.

INJURY

The term "Injury" shall mean only accidental bodily Injury caused by an external force, occurring while the Plan is in effect. All injuries to one person from one accident shall be considered an "Injury."

INPATIENT CARE

Hospital Room and Board and general nursing care for a person confined in a Hospital or extended care facility as a bed patient.

INTENSIVE CARE UNIT (ICU)

An area within a Hospital which is reserved, equipped, and staffed by the Hospital for the treatment and care of critically ill patients who require extraordinary, continuous, and intensive nursing care for the preservation of life.

JAW JOINT DISORDERS

Treatment of jaw joint problems including conditions of structures linking the jaw bone and skull and the complex of muscles, nerves and other tissues related to the temporomandibular joint.

LATE ENROLLEES

An individual who is enrolled for coverage after the initial eligibility date described in the section entitled Late Enrollment. Note, however, a Special Enrollment shall not be considered a Late Enrollees hereunder.

LEGAL GUARDIAN

A person recognized by a court of law as having the duty of taking care of the person and managing the property and rights of a minor Child.

LICENSED PRACTICAL NURSE (L.P.N.)

An individual who has received specialized nursing training and practical nursing experience, and is duly licensed to perform such nursing services by the state or regulatory agency responsible for such licensing in the state in which that individual performs such services.

MAXIMUM AMOUNT OR MAXIMUM ALLOWABLE CHARGE

The benefit payable for a specific coverage item or benefit under the Plan. Maximum Allowable Charge(s) will be the lesser of:

- The Usual, Reasonable and Customary amount;
- The allowable charge specified under the terms of the Plan;
- The negotiated rate established in a contractual arrangement with a Provider; or
- The actual billed charges for the covered services.

The Plan will reimburse the actual charge billed if it is less than the Usual, Reasonable and Customary amount. The Plan has the discretionary authority to decide if a charge is Usual, Reasonable and Customary and for a Medically Necessary and Reasonable service.

The **Maximum Allowable Charge** will not include any identifiable billing mistakes including, but not limited to, up-coding, duplicate charges, and charges for services not performed.

MEDICAL CARE FACILITY

A Hospital, or a facility that treats one or more specific ailments or any type of Skilled Nursing or Extended Care Facility.

MEDICALLY NECESSARY/DENTALLY NECESSARY

The service a patient receives which is recommended by a Physician and is required to treat the symptoms of a certain Injury or Sickness. Although the service may be prescribed by Physician, it does not mean the service is Medically Necessary. The care or treatment 1) must be consistent with the diagnosis and prescribed course of treatment for the Covered Person's condition; 2) must be required for reasons other than the convenience of the Covered Person or the attending Physician; 3) is generally accepted as an appropriate form of care for the condition being treated; and 4) is likely to result in physical improvement of the patient's condition which is unlikely to ever occur if the treatment is not administered.

MEDICAL RECORD REVIEW

The process by which the Plan, based upon a Medical Record Review and audit, determines that a different treatment or different quantity of a drug or supply was provided which is not supported in the billing, then the Plan Administrator may determine the **Maximum Allowable Charge** according to the Medical Record Review and audit results.

MEDICARE

The medical care benefits provided under Title XVIII of the Social Security Act of 1965, as subsequently amended.

MENTAL DISORDERS

A condition which is classified as neurosis, psychoneurosis, psychopathy, psychosis, or mental or emotional disorder of any kind. To be considered a Medical Disorder under this Plan the condition must be defined as such in the “International Classification of Disease Adopted” under 9 Section V – Mental Disorders.

MENTAL HEALTH PARITY AND ADDICTION EQUITY ACT OF 2008 (“MHPAEA”)

“Mental Health Parity and Addiction Equity Act of 2008 (“MHPAEA”)” means in the case of a group health plan (or health insurance coverage offered in connection with such a plan) that provides both medical and surgical benefits and mental health or substance use disorder benefits, such plan or coverage shall ensure that:

1. The financial requirements applicable to such mental health or substance use disorder benefits are no more restrictive than the predominant financial requirements applied to substantially all medical and surgical benefits covered by the Plan (or coverage) and that there are no separate cost sharing requirements that are applicable only with respect to mental health or substance use disorder benefits. If these benefits are covered by the group health plan (or health insurance coverage is offered in connection with such a plan); and
2. The treatment limitations applicable to such mental health or substance use disorder benefits are no more restrictive than the predominant treatment limitations applied to substantially all medical and surgical benefits covered by the Plan (or coverage), and that there are no separate treatment limitations that are applicable only with respect to mental health or substance use disorder benefits. If these benefits are covered by the group health plan (or health insurance coverage offered in connection with such a plan).

MINOR EMERGENCY MEDICAL CLINIC

A free-standing facility which is engaged primarily in providing minor Emergency and episodic medical care to a Covered Person. A board-certified Physician, a Registered Nurse, and a registered x-ray technician must be in attendance at all times that the clinic is open. The clinic's facilities must include x-ray and laboratory equipment and a life support system. For the purposes of this Plan, a clinic meeting these requirements will be considered to be a Minor Emergency Medical Clinic, by whatever actual name it may be called; however, a clinic located on or in conjunction with or in any way made a part of a regular Hospital shall be excluded from the terms of this definition.

MISCELLANEOUS HOSPITAL SERVICES

The actual charges made by a Hospital, other than Room and Board, on its own behalf for services and supplies rendered to the Covered Person, on an Inpatient or Outpatient basis, which are Medically Necessary for the treatment of such Covered Person. This includes Hospital admission kits, but all other personal or convenience items are excluded.

MORBID OBESITY

A diagnosed condition in which the body weight exceeds the medically recommended weight for the person of the same height, age and mobility as the Covered Person, per the guidelines set forth in the insurance industry.

NEGOTIATED FEE

This is the amount agreed upon between the provider and the Preferred Provider Organization, regarding the fee the provider should be reimbursed. As part of participating in the Preferred Provider Network the provider has agreed to reduce their fees for Network participants.

NEWBORN

An infant from the date of birth until the mother is discharged from the Hospital.

NO-FAULT AUTO INSURANCE

The basic reparations provision of the law providing for payments without determining fault in connection with automobile accidents.

OBRA

The Omnibus Budget Reconciliation Act of 1993, as amended from time to time.

OCCUPATIONAL THERAPIST

A licensed practitioner who treats, primarily, the loss of motor function of skeletal muscles by educating the patient to use other muscles and/or artificial devices to enable them to perform acceptably in any particular occupation or the ordinary tasks of daily living.

ORTHOTIC APPLIANCE

An external device intended to correct any defect in form or function of the human body.

OUTPATIENT

The classification of a Covered Person when that Covered Person receives medical care, treatment, services, or supplies at a clinic, a Physician's office, a Hospital if not a registered bed patient at that Hospital, an Outpatient psychiatric facility, or an Outpatient Substance Abuse Treatment Facility.

OUTPATIENT PSYCHIATRIC TREATMENT FACILITY

An administratively distinct governmental, public, private or independent unit or part of such unit that provides Outpatient mental health services and which provides for a psychiatrist who has regularly scheduled hours in the facility, and who assumes the overall responsibility for coordinating the care of all patients.

OUTPATIENT SUBSTANCE ABUSE TREATMENT FACILITY

An institution which provides a program for diagnosis, evaluation, and effective treatment of alcoholism and/or Substance Abuse; provides detoxification services needed with its effective treatment program; provides infirmary-level medical services that may be required; is at all times supervised by a staff of Physicians; prepares and maintains a written plan of treatment for each patient, based on the patient's medical, psychological, and social needs and supervised by a Physician; and meets licensing standards.

OUTPATIENT SURGERY

Outpatient Surgery includes, *but is not limited to*, the following types of procedures performed in a Hospital or surgi-center:

1. Operative or cutting procedures for the treatment of a Sickness or Injury;

2. The treatment of fractures and dislocations; or
3. Endoscopic or diagnostic procedures such as biopsies, cystoscopy, bronchoscopy, and angiocardiology.

PHYSICAL THERAPY

A licensed practitioner who treats patients by means of electro-, hydro-, aero-, and mechano-therapy, massage and therapeutic exercises. Where there is no licensure law, the physical therapist must be certified by the appropriate professional body.

PHYSICIAN

A legally-licensed medical or dental doctor or surgeon, osteopath, podiatrist, optometrist, chiropractor or registered clinical Psychologist to the extent that same, within the scope of his license, is permitted to perform services provided in this Plan. A Physician shall not include the Covered Person or any Close Relative of the Covered Person.

PLAN ADMINISTRATOR

The Employer which is responsible for the management of the Plan who will have the authority to control and manage the operation and administration of the Plan. The Plan Administrator (or similar decision making body) has the sole authority and discretion to interpret and construe the terms of the Plan and to determine any and all questions in relation to the administration, interpretation, or operation of the Plan, including, but not limited to, eligibility under the Plan, the terms and provisions of the Plan, including any alleged vague or ambiguous term or provision, and to determine payment of benefits or claims under the Plan and any and all other matters arising under the Plan.

The Plan Administrator may employ persons or firms to process claims and perform other Plan-connected services. The Plan Administrator is the named Plan Administrator within the meaning of Section 414(g) of the Internal Revenue Code of 1986, as amended, and is the named Administrator as amended. The Plan Administrator has the final and discretionary authority to determine the Usual & Customary amount.

PLAN PARTICIPANT

Any Employee or Dependent who is covered under this Plan.

PLAN YEAR

The 12-month period beginning on either the effective date of the Plan or on the day following the end of the first Plan Year which is a short Plan Year. This Plan recognizes Plan Year as January 1st to December 31st.

PREGNANCY

That physical state which results in Childbirth, abortion, or miscarriage, and any medical complications arising out of or resulting from such state.

PRESCRIPTION DRUG

Any of the following: a Food and Drug Administration-approved drug or medicine which, under Federal Law, is required to bear the legend: "Caution: Federal Law prohibits dispensing without a prescription"; injectable insulin; hypodermic needles or syringes, but only when dispensed upon a written prescription of a licensed Physician. Such drugs must be Medically Necessary in the treatment of a Sickness or Injury.

In regards to drugs and drug therapies newly approved by the U.S. Food and Drug Administration (FDA) and available to the consumer market after the Summary Plan Descriptions have been distributed, the Plan reserves the right to:

- Extend coverage to medications that have recently met the FDA guidelines;
- Assign a unique Co-payment or Coinsurance to new drugs entering the market;
- Limit quantities of new lifestyle-type drugs entering the market; and
- Add drugs to the exclusion list if the FDA has issued a warning or a recall, voluntary or otherwise, to the consumer market.

Plan Participants will receive notices regarding any Plan modifications regarding drugs or therapies at such time that they present a prescription for drugs or drug therapies impacted by modifications to the Plan. Participating pharmacies are charged to communicate any updates or changes to the Plan pharmacy program which impact a participant.

PREVENTIVE CARE

Medical treatment, services or supplies rendered solely for the purpose of maintaining health and not for the treatment of an Injury or Sickness. When a claim is submitted, the Physician's office must code the claim to indicate Preventive Care or this Plan will consider the claim as treatment of an Injury or Sickness.

PRIMARY PLAN

A plan whose allowable benefits are not reduced by those of another plan.

PRIOR TO EFFECTIVE DATE OR AFTER TERMINATION DATE

Prior to Effective Date or After Termination Date are dates occurring before a Participant gains eligibility from the Plan, or dates occurring after a Participant loses eligibility from the Plan, as well as charges Incurred prior to the effective date of coverage under the Plan or after coverage is terminated, unless Extension of Benefits applies.

PRONOUNS

Any references to "Covered Person", "He", or "Himself" means the eligible Employee and Covered Dependents

PSYCHIATRIC CARE

The term "Psychiatric Care," also known as psychoanalytic care, means treatment for a mental Sickness or disorder, a functional nervous disorder, alcoholism, or drug addiction. A psychiatric condition includes but is not limited to anorexia nervosa and bulimia, schizophrenia, and depressive disorders including but not limited to manic depression.

PSYCHOLOGIST

A registered clinical Psychologist. A Psychologist who specializes in the evaluation and treatment of mental Sickness who is registered with the appropriate state registering body or, in a state where statutory licensure exists, holds a valid credential for such practice or, if practicing in a state where statutory licensure does not exist, meets the following qualifications: Has a doctoral degree from an accredited university, college, or professional school and has two years of supervised experience in health services of which at least one year is post-doctoral and one year in an organized health services program; or, holds a graduate degree from an accredited university or college and has not less than six years as a Psychologist with at least two years of supervised experience in health services.

QUALIFIED MEDICAL CHILD SUPPORT ORDER (QMCSO)

In order to meet the definition of a Qualified Medical Child Support Order (QMCSO), a court order or divorce decree must contain all of the following information:

1. The Employee's name and last known address.
2. The Dependent's full name and address.
3. A Reasonable description of the coverage to be provided or the manner in which coverage will be established, i.e. through the Employer.
4. The period for which coverage must be provided.
5. The order or decree must specifically name the Company as a source of coverage.

A National Medical Support notice will also meet the definition of a QMCSO.

REASONABLE

“Reasonable” and/or “Reasonableness” means in the administrator’s discretion, services or supplies, or fees for services or supplies which are necessary for the care and treatment of Illness or Injury not caused by the treating Provider. Determination that fee(s) or services are Reasonable will be made by the Plan Administrator, taking into consideration unusual circumstances or complications requiring additional time, skill and experience in connection with a particular service or supply; industry standards and practices as they relate to similar scenarios; and the cause of Injury or Illness necessitating the service(s) and/or charge(s).

This determination will consider, but will not be limited to, the findings and assessments of the following entities: (a) The National Medical Associations, Societies, and organizations; and (b) The Food and Drug Administration. To be Reasonable, service(s) and/or fee(s) must be in compliance with generally accepted billing practices for unbundling or multiple procedures. Services, supplies, care and/or treatment that results from errors in medical care that are clearly identifiable, preventable, and serious in their consequence for patients, are not Reasonable. The Plan Administrator retains discretionary authority to determine whether service(s) and/or fee(s) are Reasonable based upon information presented to the Plan Administrator. A finding of Provider negligence and/or malpractice is not required for service(s) and/or fee(s) to be considered not Reasonable.

Charge(s) and/or services are not considered to be Reasonable, and as such are not eligible for payment (exceed the Maximum Allowable Charge), when they result from Provider error(s) and/or facility-acquired conditions deemed “reasonably preventable” through the use of evidence-based guidelines, taking into consideration but not limited to CMS guidelines.

The Plan reserves for itself and parties acting on its behalf the right to review charges processed and/or paid by the Plan, to identify charge(s) and/or service(s) that are not Reasonable and therefore not eligible for payment by the Plan.

REGISTERED NURSE (R.N.)

An individual who has received specialized nursing training and is authorized to use the designation of "R.N.," and who is duly licensed by the state or regulatory agency responsible for such licensing in the state in which the individual performs such nursing services.

REGULAR BASIS

A basis whereby an Employee is regularly at work as shown in the section titled Eligibility for Coverage. Such work may occur either at the usual place of business of the Employer or at a location to which the business of the Employer requires the Employee to travel and for which he or she receives regular earnings from the Company.

REVIEW ORGANIZATION

The organization contracting with the Company to perform cost containment services.

ROOM AND BOARD

All charges, by whatever name called, which are made by a Hospital, Hospice, or extended care facility as a condition of occupancy. Such charges do not include the professional services of Physicians nor intensive nursing care (by whatever name called).

SEMI-PRIVATE

A class of accommodations in a Hospital or extended care facility in which at least two patient beds are available per room.

SICKNESS

A person's Illness, disease or Pregnancy (including complications).

SIGNIFICANT BREAK IN COVERAGE

A period of 63 (or more) consecutive days without Creditable Coverage. Periods of no coverage during an HMO affiliation period or Waiting Period shall not be taken into account for purposes of determining whether a Significant Break in Coverage has occurred. For this purpose, an HMO affiliation period means a period of time that must expire before health insurance coverage provided by an HMO becomes effective and during which the HMO is not required to provide benefits.

With respect to a Qualified Plan Participant who elects COBRA Continuation Coverage pursuant to the American Recovery and Reinvestment Act of 2009 and the Department of Defense Appropriations Act, 2010, the following periods shall be disregarded for purposes of determining the 63-day break in coverage period:

1. The period beginning on the date of the Qualifying Event; and
2. The period ending with the start of COBRA Continuation Coverage.

SKILLED NURSING FACILITY

An institution, or distinct part thereof, operated pursuant to law, and one which meets all of the following conditions:

1. It is licensed to provide and is engaged in providing, on an Inpatient basis for persons convalescing from Injury or Sickness, professional nursing services rendered by a Registered Nurse (R.N.) or by a Licensed Practical Nurse (L.P.N.) under the direction of a Registered Nurse and physical restoration services to assist patients to reach a degree of body functioning to permit self-care in essential daily living activities.
2. Its services are provided for compensation from its patients and under the full-time supervision of a Physician or Registered Nurse.
3. It provides 24-hour per day nursing services by licensed nurses, under the direction of a full-time Registered Nurse.
4. Its staff maintains a complete medical record on each patient.
5. It has an effective utilization review plan.
6. It is not, other than incidentally, a place for rest, the aged, drug addicts, alcoholics, mentally handicapped, custodial or educational care, or care of Mental Disorders.
7. It is approved and licensed by Medicare.

This term shall apply to Expenses Incurred in an institution referring to itself as a Skilled Nursing Facility, Extended Care Facility, or any such other similar facility.

SOCIAL WORKER

An individual who is qualified through education, training, and experience to provide services in relation to the treatment of emotional disorders, psychiatric conditions; or Substance Abuse.

SPECIAL ENROLLEE

An Employee or Dependent who is entitled to and who requests Special Enrollment within 31 days of losing other health coverage or a newly acquired Dependent for whom coverage is requested within 31 days of the marriage, birth, adoption, or placement for adoption.

SPECIALTY PRESCRIPTION DRUG

A Food and Drug Administration approved drug or medicine which, under federal law, is required to bear the legend: "Caution: Federal law prohibits dispensing without prescription." A Specialty Prescription Drug is categorized as such by the contracting PBM (Pharmacy Benefit Manager) due to its characteristics and cost. Such drugs must be Medically Necessary in the treatment of a Sickness or Injury.

SPEECH THERAPIST

An individual who is skilled in the treatment of communication and swallowing disorders due to Sickness, Injury or birth defect, is a member of the American Speech and Hearing Association, has a Certificate of Clinical Competence, and is licensed in the state in which services are provided.

SPINAL MANIPULATION

Skeletal adjustments, manipulation or other treatment in connection with the detection and correction by manual or mechanical means of structural imbalance or subluxation in the human body. Such treatment is done by a Physician to remove nerve interference resulting from, or related to, distortion, misalignment, or subluxation of, or in, the vertebral column.

SUBSTANCE ABUSE

Any use of alcohol, any Drug (whether obtained legally or illegally), any narcotic, or any hallucinogenic or other illegal substance, which produces a pattern of pathological use, causing impairment in social or occupational functioning, or which produces physiological dependency evidenced by physical tolerance or withdrawal. It is the excessive use of a substance, especially alcohol or a drug. The DSM-IV definition is applied as follows:

- A. A maladaptive pattern of substance use leading to clinically significant impairment or distress, as manifested by one (or more) of the following, occurring within a 12-month period:
 1. Recurrent substance use resulting in a failure to fulfill major role obligations at work, school or home (e.g., repeated absences or poor work performance related to substance use; substance-related absences, suspensions or expulsions from school; neglect of Children or household);
 2. Recurrent substance use in situations in which it is physically hazardous (e.g., driving an automobile or operating a machine when impaired by substance use);
 3. Recurrent substance-related legal problems (e.g., arrests for substance-related disorderly conduct); or
 4. Continued substance use despite having persistent or recurrent social or interpersonal problems caused or exacerbated by the effects of the substance (e.g., arguments with spouse about consequences of intoxication, physical fights);
- B. The symptoms have never met the criteria for Substance Dependence for this class of substance.

SURGICAL PROCEDURES

Cutting, suturing, treatment of burns, correction of fractures, reduction of dislocation, manipulation of joints under general anesthesia, electrocauterization, tapping (paracentesis), application of plaster casts, administration of pneumothorax, endoscopies, or injection of sclerosing solution by a licensed Physician.

TEFRA

The Tax Equity and Fiscal Responsibility Act of 1982, as amended from time to time.

TEMPOROMANDIBULAR JOINT SYNDROME

Treatment of Jaw Joint Disorders including conditions of structures linking the jawbone and skull and the complex of muscles, nerves and other tissues related to the temporomandibular joint. Care and treatment shall include, but are not limited to orthodontics, crowns, inlays, Physical Therapy and any appliance that is attached to or rests on the teeth.

THERAPY SERVICES

Services or supplies used for the treatment of a Sickness or Injury to promote the recovery of a Covered Person. Therapy Services are covered to the extent specified in the Plan and may include:

1. Chemotherapy - the treatment of malignant disease by chemical or biological antineoplastic agents.
2. Dialysis Treatments - the treatment of acute or chronic kidney disease which may include the supportive use of an artificial kidney machine.
3. Occupational Therapy - treatment of a physically disabled person by means of constructive activities designed and adapted to promote the restoration of the person's ability to satisfactorily accomplish the ordinary tasks of daily living and those required by the person's particular occupational role.
4. Physical Therapy - the treatment by physical means, electrotherapy, hydrotherapy, heat, or similar modalities, physical agents, bio-mechanical and neuro-physiological principles, and devices to relieve pain, restore maximum function, and prevent disability following disease, Injury, or loss of body part.
5. Radiation Therapy - the treatment of disease by X-ray, radium, or radioactive isotopes.
6. Respiration Therapy - introduction of dry or moist gases into the lungs for treatment purposes.
7. Speech Therapy - treatment of communication and swallowing disorders due to a Sickness, Injury or birth defect.

TMJ

"TMJ" means Temporomandibular Joint Syndrome and all related complications or conditions.

TOTAL DISABILITY (TOTALLY DISABLED)

A physical state of a Covered Person resulting from a Sickness or Injury which wholly prevents:

1. An Employee from engaging in his regular or customary occupation and from performing any and all work for compensation or profit.
2. A Dependent from performing the normal activities of a person of like age and sex and in good health.

TRANSITIONAL TREATMENT

In a Transitional Treatment program, services are rendered in a less restrictive manner than inpatient services but in a more intensive manner than are Outpatient services and can represent the following:

- A non-residential program which provides case management, counseling, medical care and psychotherapy on a Regular Basis for a scheduled part of a day and a scheduled number of days per week. This program shall be administered in a psychiatric facility which is accredited by the Joint Commission on Accreditation of Health Care Organizations and shall be licensed to provide partial Hospital services, if required by the state in which the facility is providing these services. Treatment lasts less than 24 hours, but more than four (4) hours, a day.
- A residential treatment program in a qualified facility certified by the Department of Health and Family Services and is designed to provide individualized, active treatment within an intensively staffed residential setting. Residential Treatment Facilities are less restrictive and less intensively staffed than Hospital-based programs, but more intensively staffed and provide a wider range of services than community residences.

URGENT CARE CLINIC

A free-standing facility which is engaged primarily in providing minor Emergency and episodic medical care to a Covered Person. A board-certified Physician, a Registered Nurse, and a registered x-ray technician must be in attendance at all times that the clinic is open. The clinic's facility must include x-ray and laboratory equipment and a life support system. These types of facilities bill on HCFA or CMS 1500 forms with Place of Service 20.

URGENT CARE ROOM

Hospital billed room that is used for treating conditions of lesser severity than would be needed with an Emergency Room. Hospitals bill Urgent Care Rooms with Revenue Code 456 or 516 on a Hospital bill (UB-92 or UB-04 for example).

USUAL, REASONABLE AND CUSTOMARY (U&C)

Covered expenses which are identified by the Plan Administrator, taking into consideration the fee(s) which the Provider most frequently charges the majority of patients for the service or supply, the cost to the Provider for providing the services, the prevailing range of fees charged in the same "area" by Providers of similar training and experience for the service or supply, and the Medicare reimbursement rates. The term(s) "same geographic locale" and/or "area" shall be defined as a metropolitan area, county, or such greater area as is necessary to obtain a representative cross-section of Providers, persons or organizations rendering such treatment, services, or supplies for which a specific charge is made. To be Usual, Reasonable and Customary, fee(s) must be in compliance with generally accepted billing practices for unbundling or multiple procedures.

The term "Usual" refers to the amount of a charge made for medical services, care, or supplies, to the extent that the charge does not exceed the common level of charges made by other medical professionals with similar credentials, or health care facilities, pharmacies, or equipment suppliers of similar standing, which are located in the same geographic locale in which the charge is Incurred.

The term "Customary" refers to the form and substance of a service, supply, or treatment provided in accordance with generally accepted standards of medical practice to one individual, which is appropriate for the care or treatment of the same sex, comparable age and who receive such services or supplies within the same geographic locale.

The term "Usual, Reasonable and Customary" does not necessarily mean the actual charge made nor the specific service or supply furnished to a Plan Participant by a Provider of services or supplies, such as a Physician, therapist, nurse, Hospital, or pharmacist. The Plan Administrator will determine what the Usual, Reasonable and Customary charge is, for any procedure, service, or supply, and whether a specific procedure, service or supply is Usual, Reasonable and Customary.

Usual, Reasonable and Customary charges may, at the Plan Administrator's discretion, alternatively be determined and established by the Plan using normative data such as, but not limited to, Medicare cost to charge ratios, average wholesale price (AWP) for prescriptions and/or manufacturer's retail pricing (MRP) for supplies and devices.

WELL-CARE

The term "Well-Care" means medical treatment, services, or supplies rendered solely for the purpose of health maintenance and *not* for the treatment of a Sickness or Injury. This includes pediatric preventive services, appropriate immunizations, developmental assessments and laboratory services appropriate to the age of the Child as defined by standards of Child Health Care issued by the American Academy of Pediatrics.

CLAIM PROCEDURES; PAYMENT OF CLAIMS

The procedures outlined below must be followed by Participants to obtain payment of health benefits under this Plan.

Health Claims

All claims and questions regarding health claims should be directed to the Claims Administrator. The Plan Administrator shall be ultimately and finally responsible for adjudicating such claims and for providing full and fair review of the decision on such claims in accordance with the following provisions. Benefits under the Plan will be paid only if the Plan Administrator decides in its discretion that the Participant is entitled to them. The responsibility to process claims in accordance with the Plan Document may be delegated to the Claims Administrator; provided, however, that the Claims Administrator is not a Fiduciary of the Plan and does not have the authority to make decisions involving the use of discretion.

Each Participant claiming benefits under the Plan shall be responsible for supplying, at such times and in such manner as the Plan Administrator in its sole discretion may require, written proof that the expenses were Incurred or that the benefit is covered under the Plan. If the Plan Administrator in its sole discretion shall determine that the Participant has not Incurred a covered expense or that the benefit is not covered under the Plan, if the Participant shall fail to furnish such proof as is requested, or if Participant is not eligible for coverage, no benefits shall be payable under the Plan.

A call from a Provider who wants to know if an individual is covered under the Plan, or if a certain procedure is covered by the Plan, prior to providing treatment is not a "claim," since an actual claim for benefits is not being filed with the Plan. These are simply requests for information, and **any response is not a guarantee of benefits, since payment of benefits is subject to all Plan provisions, limitations and exclusions.** Once treatment is rendered, a Clean Claim must be filed with the Plan (which will be a "Post-service Claim"). At that time, a determination will be made as to what benefits are payable under the Plan.

A Participant has the right to request a review of an Adverse Benefit Determination. If the claim is denied at the end of the appeal process, as described below, the Plan's final decision is known as a final Adverse Benefit Determination. If the Participant receives notice of a final Adverse Benefit Determination, or if the Plan does not follow the claims procedures properly, the Participant then has the right to request an independent external review. The external review procedures are described below.

The claims procedures are intended to provide a full and fair review. This means, among other things, that claims and appeals will be decided in a manner designed to ensure the independence and impartiality of the persons involved in making these decisions.

Benefits will be payable to a Plan Participant, or to a Provider that has accepted an Assignment of Benefits as consideration in full for services rendered.

According to Federal regulations which apply to the Plan, there are four types of claims: Pre-service (Urgent and Non-urgent), Concurrent Care and Post-service.

1. Pre-service Claims. A "pre-service claim" is a 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.

A “pre-service urgent care claim” is any claim for medical care or treatment with respect to which the application of the time periods for making non-urgent care determinations could seriously jeopardize the life or health of the Participant or the Participant’s ability to regain maximum function, or, in the opinion of a Physician with knowledge of the Participant’s medical condition, would subject the Participant to severe pain that cannot be adequately managed without the care or treatment that is the subject of the claim.

If the Plan does not require the Participant to obtain approval of a specific medical service prior to getting treatment, then there is no pre-service claim. The Participant simply follows the Plan’s procedures with respect to any notice which may be required after receipt of treatment, and files the claim as a post-service claim.

2. Concurrent Claims. A “Concurrent Claim” arises when the Plan has approved an on-going course of treatment to be provided over a period of time or number of treatments, and either:
 - a. The Plan determines that the course of treatment should be reduced or terminated; or
 - b. The Participant requests extension of the course of treatment beyond that which the Plan has approved.

If the Plan does not require the Participant to obtain approval of a medical service prior to getting treatment, then there is no need to contact the Plan Administrator to request an extension of a course of treatment. The Participant simply follows the Plan’s procedures with respect to any notice which may be required after receipt of treatment, and files the claim as a Post-service Claim.

3. Post-service Claims. A “Post-service Claim” is a claim for a benefit under the Plan after the services have been rendered.

When Claims Must Be Filed

Post-service health claims must be filed with the Claims Administrator within 12 months of the date charges for the service were Incurred. Benefits are based upon the Plan’s provisions at the time the charges were Incurred. **Claims filed later than one (1) year from the date of service shall be denied.**

A pre-service claim (including a concurrent claim that also is a pre-service claim) is considered to be filed when the request for approval of treatment or services is made and received by the Claims Administrator in accordance with the Plan’s procedures.

Upon receipt of the required information, the claim will be deemed to be filed with the Plan. The Claims will determine if enough information has been submitted to enable proper consideration of the claim. If not, more information may be requested as provided herein. This additional information must be received by the Claims Administrator within 45 days from receipt by the Participant of the request for additional information. **Failure to do so may result in claims being denied or reduced.**

Timing of Claim Decisions

The Plan Administrator shall notify the Participant, in accordance with the provisions set forth below, of any Adverse Benefit Determination (and, in the case of pre-service claims and concurrent claims, of decisions that a claim is payable in full) within the following timeframes:

- Pre-service Urgent Care Claims:

- If the Participant has provided all of the necessary information, as soon as possible, taking into account the medical exigencies, but not later than 72 hours after receipt of the claim.
- If the Participant has not provided all of the information needed to process the claim, then the Participant will be notified as to what specific information is needed as soon as possible, but not later than 72 hours after receipt of the claim.
- The Participant will be notified of a determination of benefits as soon as possible, but not later than 72 hours, taking into account the medical exigencies, after the earliest of:
 - The Plan's receipt of the specified information; or
 - The end of the period afforded the Participant to provide the information.
- If there is an Adverse Benefit Determination, a request for an expedited appeal may be submitted orally or in writing by the Participant. All necessary information, including the Plan's benefit determination on review, may be transmitted between the Plan and the Participant by telephone, facsimile, or other similarly expeditious method. Alternatively, the Participant may request an expedited review under the external review process.
- Pre-service Non-urgent Care Claims:
 - If the Participant has provided all of the information needed to process the claim, in a Reasonable period of time appropriate to the medical circumstances, but not later than 15 days after receipt of the claim, unless an extension has been requested, then prior to the end of the 15-day extension period.
 - If the Participant has not provided all of the information needed to process the claim, then the Participant will be notified as to what specific information is needed as soon as possible, but not later than 5 days after receipt of the claim. The Participant will be notified of a determination of benefits in a Reasonable period of time appropriate to the medical circumstances, either prior to the end of the extension period (if additional information was requested during the initial processing period), or by the date agreed to by the Plan Administrator and the Participant (if additional information was requested during the extension period).
- Concurrent Claims:
 - Plan Notice of Reduction or Termination. If the Plan Administrator is notifying the Participant of a reduction or termination of a course of treatment (other than by Plan Amendment or termination), before the end of such period of time or number of treatments. The Participant will be notified sufficiently in advance of the reduction or termination to allow the Participant to appeal and obtain a determination on review of that Adverse Benefit Determination before the benefit is reduced or terminated. This rule does not apply if benefits are reduced or eliminated due to plan Amendment or termination. A similar process applies for claims based on a rescission of coverage for fraud or misrepresentation.
 - Request by Participant Involving Urgent Care. If the Plan Administrator receives a request from a Participant to extend the course of treatment beyond the period of time or number of treatments that is a claim involving urgent care, as soon as possible, taking into account the medical exigencies, but not later than 72 hours after receipt of the claim, as long as the

Participant makes the request at least 72 hours prior to the expiration of the prescribed period of time or number of treatments. If the Participant submits the request with less than 24 hours prior to the expiration of the prescribed period of time or number of treatments, the request will be treated as a claim involving urgent care and decided within the urgent care timeframe.

- Request by Participant Involving Non-urgent Care. If the Plan Administrator receives a request from the Participant to extend the course of treatment beyond the period of time or number of treatments that is a claim not involving urgent care, the request will be treated as a new benefit claim and decided within the timeframe appropriate to the type of claim (either as a pre-service non-urgent claim or a post-service claim).
- Request by Participant Involving Rescission. With respect to rescissions, the following timetable applies:
 - Notification to Participant 30 days
 - Notification of Adverse Benefit Determination on appeal 30 days
- Post-service Claims:
 - If the Participant has provided all of the information needed to process the claim, in a Reasonable period of time, but not later than 30 days after receipt of the claim, unless an extension has been requested, then prior to the end of the 15-day extension period.
 - If the Participant has not provided all of the information needed to process the claim and additional information is requested during the initial processing period, then the Participant will be notified of a determination of benefits prior to the end of the extension period, unless additional information is requested during the extension period, then the Participant will be notified of the determination by a date agreed to by the Plan Administrator and the Participant.
- Extensions – Pre-service Urgent Care Claims. No extensions are available in connection with Pre-service urgent care claims.
- Extensions – Pre-service Non-urgent Care Claims. This period may be extended by the Plan for up to 15 days, provided that the Plan Administrator both determines that such an extension is necessary due to matters beyond the control of the Plan and notifies the Participant, prior to the expiration of the initial 15-day processing period, of the circumstances requiring the extension of time and the date by which the Plan expects to render a decision.
- Extensions – Post-service Claims. This period may be extended by the Plan for up to 15 days, provided that the Plan Administrator both determines that such an extension is necessary due to matters beyond the control of the Plan and notifies the Participant, prior to the expiration of the initial 30-day processing period, of the circumstances requiring the extension of time and the date by which the Plan expects to render a decision.
- Calculating Time Periods. The period of time within which a benefit determination is required to be made shall begin at the time a claim is deemed to be filed in accordance with the procedures of the Plan.

Notification of an Adverse Benefit Determination

The Plan Administrator shall provide a Participant with a notice, either in writing or electronically (or, in the case of pre-service urgent care claims, by telephone, facsimile or similar method, with written or electronic notice). The notice will contain the following information:

- Information sufficient to allow the Participant to identify the claim involved (including date of service, the healthcare provider, the claim amount, if applicable, and a statement describing the availability, upon request, of the diagnosis code and its corresponding meaning, and the treatment code and its corresponding meaning);
- A reference to the specific portion(s) of the plan provisions upon which a denial is based;
- Specific reason(s) for a denial, including the denial code and its corresponding meaning, and a description of the Plan's standard, if any, that was used in denying the claim;
- A description of any additional information necessary for the Participant to perfect the claim and an explanation of why such information is necessary;
- A description of the Plan's internal appeals and external review processes and the time limits applicable to the processes.
- A statement that the Participant is entitled to receive, upon request and free of charge, Reasonable access to, and copies of, all documents, records and other information relevant to the Participant's claim for benefits;
- The identity of any medical or vocational experts consulted in connection with a claim, even if the Plan did not rely upon their advice (or a statement that the identity of the expert will be provided, upon request);
- Any rule, guideline, protocol or similar criterion that was relied upon, considered, or generated in making the determination will be provided free of charge. If this is not practical, a statement will be included that such a rule, guideline, protocol or similar criterion was relied upon in making the determination and a copy will be provided to the Participant, free of charge, upon request;
- In the case of denials based upon a medical judgment (such as whether the treatment is Medically Necessary or Experimental), either an explanation of the scientific or clinical judgment for the determination, applying the terms of the Plan to the Participant's medical circumstances, will be provided. If this is not practical, a statement will be included that such explanation will be provided to the Participant, free of charge, upon request;
- Information about the availability of, and contact information for, an applicable office of health insurance consumer assistance or ombudsman established under applicable federal law to assist individuals with the internal claims and appeals and external review processes; and
- In a claim involving urgent care, a description of the Plan's expedited review process.

Appeal of Adverse Benefit Determinations

Full and Fair Review of All Claims

In cases where a claim for benefits is denied, in whole or in part, and the Participant believes the claim has been denied wrongly, the Participant may appeal the denial and review pertinent documents. The claims procedures of this Plan provide a Participant with a Reasonable opportunity for a full and fair review of a claim and Adverse Benefit Determination. More specifically, the Plan provides:

- Participants at least 180 days following receipt of a notification of an initial Adverse Benefit Determination within which to appeal the determination;
- Participants the opportunity to submit written comments, documents, records, and other information relating to the claim for benefits;
- Participants the opportunity to review the Claim file and to present evidence and testimony as part of the internal claims and appeals process.
- For a review that does not afford deference to the previous Adverse Benefit Determination and that is conducted by an appropriate named Fiduciary of the Plan, who shall be neither the individual who made the Adverse Benefit Determination that is the subject of the appeal, nor the subordinate of such individual;
- For a review that takes into account all comments, documents, records, and other information submitted by the Participant relating to the claim, without regard to whether such information was submitted or considered in any prior benefit determination;
- That, in deciding an appeal of any Adverse Benefit Determination that is based in whole or in part upon a medical judgment, the Plan Fiduciary shall consult with a health care professional who has appropriate training and experience in the field of medicine involved in the medical judgment, who is neither an individual who was consulted in connection with the Adverse Benefit Determination that is the subject of the appeal, nor the subordinate of any such individual;
- For the identification of medical or vocational experts whose advice was obtained on behalf of the Plan in connection with a claim, even if the Plan did not rely upon their advice;
- That a Participant will be provided, free of charge: (a) Reasonable access to, and copies of, all documents, records, and other information relevant to the Participant's claim in possession of the Plan Administrator or Claims Administrator; ; (b) information regarding any voluntary appeals procedures offered by the Plan; (c) information regarding the Participant's right to an external review process; (d) any internal rule, guideline, protocol or other similar criterion relied upon, considered or generated in making the adverse determination; and (e) an explanation of the scientific or clinical judgment for the determination, applying the terms of the Plan to the Participant's medical circumstances; and
- That a Participant will be provided, free of charge, and sufficiently in advance of the date that the notice of final internal Adverse Benefit Determination is required, with new or additional evidence considered, relied upon, or generated by the Plan in connection with the Claim, as well as any new or additional rationale for a denial at the internal appeals stage, and a Reasonable opportunity for the Participant to respond to such new evidence or rationale.

Requirements for Appeal

The Participant must file the appeal in writing (although oral appeals are permitted for pre-service urgent care claims) within 180 days following receipt of the notice of an Adverse Benefit Determination. For pre-service urgent care claims, if the Participant chooses to orally appeal, the Participant may telephone:

Auxiant
2450 Rimrock Road
Suite 301
Madison, WI 53713
Phone: (800) 279-6772
Fax: (608) 273-4554
Email/Website: www.auxiant.com

To file an appeal in writing, the Participant's appeal must be addressed as follows and mailed or faxed as follows:

Auxiant
2450 Rimrock Road
Suite 301
Madison, WI 53713
Phone: (800) 279-6772
Fax: (608) 273-4554
Email/Website: www.auxiant.com

It shall be the responsibility of the Participant to submit proof that the claim for benefits is covered and payable under the provisions of the Plan. Any appeal must include:

- The name of the Employee/Participant;
- The Employee/Participant's identification number;
- The group name or identification number;
- All facts and theories supporting the claim for benefits. **Failure to include any theories or facts in the appeal will result in their being deemed waived. In other words, the Participant will lose the right to raise factual arguments and theories which support this claim if the Participant fails to include them in the appeal;**
- A statement in clear and concise terms of the reason or reasons for disagreement with the handling of the claim; and
- Any material or information that the Participant has which indicates that the Participant is entitled to benefits under the Plan.

If the Participant provides all of the required information, it may be that the expenses will be eligible for payment under the Plan.

Timing of Notification of Benefit Determination on Review

The Plan Administrator shall notify the Participant of the Plan's benefit determination on review within

the following timeframes:

- Pre-service Urgent Care Claims: As soon as possible, taking into account the medical exigencies, but not later than 72 hours after receipt of the appeal.
- Pre-service Non-urgent Care Claims: Within a Reasonable period of time appropriate to the medical circumstances, but not later than 30 days after receipt of the appeal.
- Concurrent Claims: The response will be made in the appropriate time period based upon the type of claim – pre-service urgent, pre-service non-urgent or post-service.
- Post-service Claims: Within a Reasonable period of time, but not later than 60 days after receipt of the appeal.
- Calculating Time Periods. The period of time within which the Plan’s determination is required to be made shall begin at the time an appeal is filed in accordance with the procedures of this Plan, without regard to whether all information necessary to make the determination accompanies the filing.

Manner and Content of Notification of Adverse Benefit Determination on Review

The Plan Administrator shall provide a Participant with notification, with respect to pre-service urgent care claims, by telephone, facsimile or similar method, and with respect to all other types of claims, in writing or electronically, of a Plan’s Adverse Benefit Determination on review, setting forth:

- Information sufficient to allow the Participant to identify the claim involved (including date of service, the healthcare provider, the claim amount, if applicable, and a statement describing the availability, upon request, of the diagnosis code and its corresponding meaning, and the treatment code and its corresponding meaning);
- A reference to the specific portion(s) of the plan provisions upon which a denial is based;
- Specific reason(s) for a denial, including the denial code and its corresponding meaning, and a description of the Plan’s standard, if any, that was used in denying the claim, and a discussion of the decision;
- A description of any additional information necessary for the Participant to perfect the claim and an explanation of why such information is necessary;
- A description of available internal appeals and external review processes, including information regarding how to initiate an appeal;
- A description of the Plan’s review procedures and the time limits applicable to the procedures.
- A statement that the Participant is entitled to receive, upon request and free of charge, Reasonable access to, and copies of, all documents, records, and other information relevant to the Participant’s claim for benefits;
- The identity of any medical or vocational experts consulted in connection with a claim, even if the Plan did not rely upon their advice (or a statement that the identity of the expert will be provided, upon request);

- Any rule, guideline, protocol or similar criterion that was relied upon, considered, or generated in making the determination will be provided free of charge. If this is not practical, a statement will be included that such a rule, guideline, protocol or similar criterion was relied upon in making the determination and a copy will be provided to the Participant, free of charge, upon request;
- In the case of denials based upon a medical judgment (such as whether the treatment is Medically Necessary or Experimental), either an explanation of the scientific or clinical judgment for the determination, applying the terms of the Plan to the Participant’s medical circumstances, will be provided. If this is not practical, a statement will be included that such explanation will be provided to the Participant, free of charge, upon request; and
- The following statement: “You and your Plan may have other voluntary alternative dispute resolution options, such as mediation. One way to find out what may be available is to contact your local U.S. Department of Labor Office and your state insurance regulatory agency.”

Furnishing Documents in the Event of an Adverse Determination

In the case of an Adverse Benefit Determination on review, the Plan Administrator shall provide such access to, and copies of, documents, records, and other information described in the section relating to “Manner and Content of Notification of Adverse Benefit Determination on Review” as appropriate.

Decision on Review to be Final

If, for any reason, the Participant does not receive a written response to the appeal within the appropriate time period set forth above, the Participant may assume that the appeal has been denied. The decision by the Plan Administrator or other appropriate named Fiduciary of the Plan on review will be final, binding and conclusive and will be afforded the maximum deference permitted by law. **All claim review procedures provided for in the Plan must be exhausted before any legal action is brought.**

External Review Process

A. Scope

1. The Federal external review process does not apply to a denial, reduction, termination, or a failure to provide payment for a benefit based on a determination that a participant or beneficiary fails to meet the requirements for eligibility under the terms of a group health plan.
2. The Federal external review process applies only to:
 - (a) An Adverse Benefit Determination (including a final internal Adverse Benefit Determination) by a plan or issuer that involves medical judgment (including, but not limited to, those based on the plan's or issuer's requirements for medical necessity, appropriateness, health care setting, level of care, or effectiveness of a covered benefit; or its determination that a treatment is Experimental or investigational), as determined by the external reviewer; and
 - (b) A rescission of coverage (whether or not the rescission has any effect on any particular benefit at that time).

B. Standard external review

Standard external review is external review that is not considered expedited (as described in paragraph B of this section).

1. Request for external review. The Plan will allow a claimant to file a request for an external review with the Plan if the request is filed within four (4) months after the date of receipt of a notice of an Adverse Benefit Determination or final internal Adverse Benefit Determination. If there is no corresponding date four months after the date of receipt of such a notice, then the request must be filed by the first day of the fifth month following the receipt of the notice. For example, if the date of receipt of the notice is October 30, because there is no February 30, the request must be filed by March 1. If the last filing date would fall on a Saturday, Sunday, or Federal holiday, the last filing date is extended to the next day that is not a Saturday, Sunday, or Federal holiday.
2. Preliminary review. Within five (5) business days following the date of receipt of the external review request, the Plan will complete a preliminary review of the request to determine whether:
 - (a) The claimant is or was covered under the Plan at the time the health care item or service was requested or, in the case of a retrospective review, was covered under the Plan at the time the health care item or service was provided;
 - (b) The Adverse Benefit Determination or the final Adverse Benefit Determination does not relate to the claimant's failure to meet the requirements for eligibility under the terms of the Plan (e.g., worker classification or similar determination);
 - (c) The claimant has exhausted the Plan's internal appeal process unless the claimant is not required to exhaust the internal appeals process under the interim final regulations; and
 - (d) The claimant has provided all the information and forms required to process an external review.

Within one (1) business day after completion of the preliminary review, the Plan will issue a notification in writing to the claimant. If the request is complete but not eligible for external review, such notification will include the reasons for its ineligibility and contact information for the Employee Benefits Security Administration (toll-free number 866-444-EBSA (3272)). If the request is not complete, such notification will describe the information or materials needed to make the request complete and the Plan will allow a claimant to perfect the request for external review with the four-month filing period or within the 48 hour period following the receipt of the notification, whichever is later.

3. Referral to Independent Review Organization. The Plan will assign an independent Review Organization (IRO) that is accredited by URAC or by a similar nationally-recognized accrediting organization to conduct the external review. Moreover, the Plan will take action against bias and to ensure independence. Accordingly, the Plan will contract with (or direct the Claims Processor to contract with, on its behalf) at least three (3) IROs for assignments under the Plan and rotate claims assignments among them (or incorporate other independent unbiased method for selection of IROs, such as random selection). In addition, the IRO may not be eligible for any financial incentives based on the likelihood that the IRO will support the denial of benefits.
4. Reversal of Plan's decision. Upon receipt of a notice of a final external review decision reversing the Adverse Benefit Determination or final internal Adverse Benefit Determination, the Plan will provide coverage or payment for the claim without delay, regardless of whether the plan intends to seek judicial review of the external review decision and unless or until there is a judicial decision otherwise.

C. Expedited external review

1. Request for expedited external review. The Plan will allow a claimant to make a request for an expedited external review with the Plan at the time the claimant receives:

- (a) An Adverse Benefit Determination if the Adverse Benefit Determination involves a medical condition of the claimant for which the timeframe for completion of a standard internal appeal under the interim final regulations would seriously jeopardize the life or health of the claimant or would jeopardize the claimant's ability to regain maximum function and the claimant has filed a request for an expedited internal appeal; or
 - (b) A final internal Adverse Benefit Determination, if the claimant has a medical condition where the timeframe for completion of a standard external review would seriously jeopardize the life or health of the claimant or would jeopardize the claimant's ability to regain maximum function, or if the final internal Adverse Benefit Determination concerns an admission, availability of care, continued stay, or health care item or service for which the claimant received Emergency Services, but has not been discharged from a facility.
2. Preliminary review. Immediately upon receipt of the request for expedited external review, the Plan will determine whether the request meets the reviewability requirements set forth in paragraph A.2 above for standard external review. The Plan will immediately send a notice that meets the requirements set forth in paragraph A.2 above for standard external review to the claimant of its eligibility determination.
3. Referral to independent Review Organization. Upon a determination that a request is eligible for external review following the preliminary review, the Plan will assign an IRO pursuant to the requirements set forth in paragraph A.3 above for standard review. The Plan will provide or transmit all necessary documents and information considered in making the Adverse Benefit Determination or final internal Adverse Benefit Determination to the assigned IRO electronically or by telephone or facsimile or any other available expeditious method. The assigned IRO, to the extent the information or documents are available and the IRO considers them appropriate, will consider the information or documents described above under the procedures for standard review. In reaching a decision, the assigned IRO will review the claim de novo and is not bound by any decisions or conclusions reached during the Plan's internal claims and appeals process.
4. Notice of final external review decision. The Plan's (or Claim Processor's) contract with the assigned IRO will require the IRO to provide notice of the final external review decision, in accordance with the requirements set forth in paragraph A.3 above, as expeditiously as the claimant's medical condition or circumstances require, but in no event more than 72 hours after the IRO receives the request for an expedited external review. If the notice is not in writing, within 48 hours after the date of providing that notice, the assigned IRO will provide written confirmation of the decision to the claimant and the Plan.

Appointment of Authorized Representative

A Participant is permitted to appoint an authorized representative to act on his or her behalf with respect to a benefit claim or appeal of a denial. An Assignment of Benefits by a Participant to a Provider will not constitute appointment of that Provider as an authorized representative. To appoint such a representative, the Participant must complete a form which can be obtained from the Plan Administrator or the Claims Administrator. However, in connection with a claim involving Urgent Care, the Plan will permit a health care professional with knowledge of the Participant's medical condition to act as the Participant's authorized representative without completion of this form. In the event a Participant designates an authorized representative, all future communications from the Plan will be with the representative, rather than the Participant, unless the Participant directs the Plan Administrator, in writing, to the contrary.

Physical Examinations

The Plan reserves the right to have a Physician of its own choosing examine any Participant whose condition, Sickness or Injury is the basis of a claim. All such examinations shall be at the expense of the Plan. This right may be exercised when and as often as the Plan may reasonably require during the pendency of a claim. The Participant must comply with this requirement as a necessary condition to coverage.

Autopsy

The Plan reserves the right to have an autopsy performed upon any deceased Participant whose condition, Sickness, or Injury is the basis of a claim. This right may be exercised only where not prohibited by law.

Payment of Benefits

All benefits under this Plan are payable, in U.S. Dollars, to the covered Employee whose Sickness or Injury, or whose covered Dependent's Sickness or Injury, is the basis of a claim. In the event of the death or incapacity of a covered Employee and in the absence of written evidence to this Plan of the qualification of a guardian for his or her estate, this Plan may, in its sole discretion, make any and all such payments to the individual or institution which, in the opinion of this Plan, is or was providing the care and support of such Employee.

Assignments

Benefits for medical expenses covered under this Plan may be assigned by a Participant to the Provider as consideration in full for services rendered; however, if those benefits are paid directly to the Employee, the Plan shall be deemed to have fulfilled its obligations with respect to such benefits. The Plan will not be responsible for determining whether any such assignment is valid. Payment of benefits which have been assigned will be made directly to the assignee unless a written request not to honor the assignment, signed by the covered Employee and the assignee, has been received before the proof of loss is submitted.

No Participant shall at any time, either during the time in which he or she is a Participant in the Plan, or following his or her termination as a Participant, in any manner, have any right to assign his or her right to sue to recover benefits under the Plan, to enforce rights due under the Plan or to any other causes of action which he or she may have against the Plan or its fiduciaries.

A Provider which accepts an Assignment of Benefits, in accordance with this Plan as consideration in full for services rendered, is bound by the rules and provisions set forth within the terms of this document.

Non U.S. Providers

Medical expenses for care, supplies, or services which are rendered by a Provider whose principal place of business or address for payment is located outside the United States (a "Non U.S. Provider") are payable under the Plan, subject to all Plan exclusions, limitations, maximums and other provisions, under the following conditions:

1. Benefits may not be assigned to a Non U.S. Provider;
2. The Participant is responsible for making all payments to Non U.S. Providers, and submitting receipts to the Plan for reimbursement;
3. Benefit payments will be determined by the Plan based upon the exchange rate in effect on the Incurred Date;
4. The Non U.S. Provider shall be subject to, and in compliance with, all U.S. and other applicable licensing requirements; and
5. Claims for benefits must be submitted to the Plan in English.

Recovery of Payments

Occasionally, benefits are paid more than once, are paid based upon improper billing or a misstatement in a proof of loss or enrollment information, are not paid according to the Plan's terms, conditions, limitations or exclusions, or should otherwise not have been paid by the Plan. As such this Plan may pay benefits that are later found to be greater than the Maximum Allowable Charge. In this case, this Plan may recover the amount of the overpayment from the source to which it was paid, primary payers, or from the party on whose behalf the charge(s) were paid. As such, whenever the Plan pays benefits exceeding the amount of benefits payable under the terms of the Plan, the Plan Administrator has the right to recover any such erroneous payment directly from the person or entity who received such payment and/or from other payers and/or the Plan Participant or dependent on whose behalf such payment was made.

A Plan Participant, Dependent, Provider, another benefit plan, insurer, or any other person or entity who receives a payment exceeding the amount of benefits payable under the terms of the Plan or on whose behalf such payment was made, shall return or refund the amount of such erroneous payment to the Plan within 30 days of discovery or demand. The Plan Administrator shall have no obligation to secure payment for the expense for which the erroneous payment was made or to which it was applied.

The person or entity receiving an erroneous payment may not apply such payment to another expense. The Plan Administrator shall have the sole discretion to choose who will repay the Plan for an erroneous payment and whether such payment shall be reimbursed in a lump sum. When a Plan Participant or other entity does not comply with the provisions of this section, the Plan Administrator shall have the authority, in its sole discretion, to deny payment of any claims for benefits by the Plan Participant and to deny or reduce future benefits payable (including payment of future benefits for other injuries or Illnesses) under the Plan by the amount due as reimbursement to the Plan. The Plan Administrator may also, in its sole discretion, deny or reduce future benefits (including future benefits for other injuries or Illnesses) under any other group benefits plan maintained by the Plan Sponsor. The reductions will equal the amount of the required reimbursement.

Providers and any other person or entity accepting payment from the Plan or to whom a right to benefits has been assigned, in consideration of services rendered, payments and/or rights, agrees to be bound by the terms of this Plan and agree to submit claims for reimbursement in strict accordance with their State's health care practice acts, ICD-9 or CPT standards, Medicare guidelines, HCPCS standards, or other standards approved by the Plan Administrator or insurer. Any payments made on claims for reimbursement not in accordance with the above provisions shall be repaid to the Plan within 30 days of discovery or demand or incur prejudgment interest of 1.5% per month. If the Plan must bring an action against a Plan Participant, Provider or other person or entity to enforce the provisions of this section, then that Plan Participant, Provider or other person or entity agrees to pay the Plan's attorneys' fees and costs, regardless of the action's outcome.

Further, Plan Participants and/or their dependents, beneficiaries, estate, heirs, guardian, personal representative, or assigns (Plan Participants) shall assign or be deemed to have assigned to the Plan their right to recover said payments made by the Plan, from any other party and/or recovery for which the Plan Participant(s) are entitled, for or in relation to facility-acquired condition(s), Provider error(s), or damages arising from another party's act or omission for which the Plan has not already been refunded.

The Plan reserves the right to deduct from any benefits properly payable under this Plan the amount of any payment which has been made:

1. In error;
2. Pursuant to a misstatement contained in a proof of loss or a fraudulent act;

3. Pursuant to a misstatement made to obtain coverage under this Plan within two years after the date such coverage commences;
4. With respect to an ineligible person;
5. In anticipation of obtaining a recovery if a Plan Participant fails to comply with the Plan's Third Party Recovery, Subrogation and Reimbursement provisions; or
6. Pursuant to a claim for which benefits are recoverable under any policy or act of law providing for coverage for occupational Injury or disease to the extent that such benefits are recovered. This provision (6) shall not be deemed to require the Plan to pay benefits under this Plan in any such instance.

The deduction may be made against any claim for benefits under this Plan by a Plan Participant or by any of his Covered Dependents if such payment is made with respect to the Plan Participant or any person covered or asserting coverage as a Dependent of the Plan Participant.

If the Plan seeks to recoup funds from a Provider, due to a claim being made in error, a claim being fraudulent on the part of the Provider, and/or the claim that is the result of the Provider's misstatement, said Provider shall, as part of its assignment to benefits from the Plan, abstain from billing the Plan Participant for any outstanding amount(s).

Medicaid Coverage

A Participant's eligibility for any State Medicaid benefits will not be taken into account in determining or making any payments for benefits to or on behalf of such Participant. Any such benefit payments will be subject to the State's right to reimbursement for benefits it has paid on behalf of the Participant, as required by the State Medicaid program; and the Plan will honor any Subrogation rights the State may have with respect to benefits which are payable under the Plan.

GENERAL PROVISIONS

Applicable Law

This is a self-funded benefit plan coming within the purview of the laws of the State of Wisconsin. The Plan is funded with Employee and/or Employer contributions.

Clerical Error/Delay

Clerical errors made on the records of the Plan and delays in making entries on such records shall not invalidate coverage nor cause coverage to be in force or to continue in force. Rather, the Effective Dates of coverage shall be determined solely in accordance with the provisions of this Plan regardless of whether any contributions with respect to Participants have been made or have failed to be made because of such errors or delays. Upon discovery of any such error or delay, an equitable adjustment of any such contributions will be made.

Conformity With Applicable Laws

This Plan shall be deemed to automatically be amended to conform as required by any applicable law, regulation or the order or judgment of a court of competent jurisdiction governing provisions of this Plan, including, but not limited to, stated maximums, exclusions or limitations. In the event that any law, regulation or the order or judgment of a court of competent jurisdiction causes the Plan Administrator to pay claims which are otherwise limited or excluded under this Plan, such payments will be considered as being in accordance with the terms of this Plan Document.

Fraud

The following actions by any Participant, or a Participant's knowledge of such actions being taken by another, constitute fraud and will result in immediate termination of all coverage under this Plan for the entire Family Unit of which the Participant is a member:

1. Attempting to submit a claim for benefits (which includes attempting to fill a prescription) for a person who is not a Participant of the Plan;
2. Attempting to file a claim for a Participant for services which were not rendered or Drugs or other items which were not provided;
3. Providing false or misleading information in connection with enrollment in the Plan; or
4. Providing any false or misleading information to the Plan.

Headings

The headings used in this Plan Document are used for convenience of reference only. Participants are advised not to rely on any provision because of the heading.

No Waiver or Estoppel

No term, condition or provision of this Plan shall be deemed to have been waived, and there shall be no estoppel against the enforcement of any provision of this Plan, except by written instrument of the party charged with such waiver or estoppel. No such written waiver shall be deemed a continuing waiver unless specifically stated therein, and each such waiver shall operate only as to the specific term or condition waived and shall not constitute a waiver of such term or condition for the future or as to any act other than the one specifically waived.

Plan Contributions

The Plan Administrator shall, from time to time, evaluate the funding method of the Plan and determine the amount to be contributed by the Participating Employer and the amount to be contributed (if any) by each Participant.

The Plan Sponsor shall fund the Plan in a manner consistent with the provisions of the Internal Revenue Code, and such other laws and regulations as shall be applicable to the end that the Plan shall be funded on a lawful and sound basis; but, to the extent permitted by governing law, the Plan Administrator shall be free to determine the manner and means of funding the Plan. The amount of the Participant's contribution (if any) will be determined from time to time by the Plan Administrator.

Right to Receive and Release Information

For the purpose of determining the applicability of and implementing the terms of these benefits, the Plan Administrator may, without the consent of or notice to any person, release or obtain any information necessary to determine the acceptability of any applicant or Participant for benefits from this Plan. In so acting, the Plan Administrator shall be free from any liability that may arise with regard to such action. Any Participant claiming benefits under this Plan shall furnish to the Plan Administrator such information as may be necessary to implement this provision.

Written Notice

Any written notice required under this Plan which, as of the Effective Date, is in conflict with the law of any governmental body or agency which has jurisdiction over this Plan shall be interpreted to conform to the minimum requirements of such law.

Right of Recovery

In accordance with the section entitled Recovery of Payments, whenever payments have been made by this Plan in a total amount, at any time, in excess of the Maximum Amount of benefits payable under this Plan, the Plan shall have the right to recover such payments, to the extent of such excess, from any one or more of the following as this Plan shall determine: any person to or with respect to whom such payments were made, or such person's legal representative, any insurance companies, or any other individuals or organizations which the Plan determines are responsible for payment of such amount, and any future benefits payable to the Participant or his or her Dependents.

Statements

All statements made by the COMPANY or by a Plan Participant will, in the absence of fraud, be considered representations and not warranties, and no statements made for the purpose of obtaining benefits under this document will be used in any contest to avoid or reduce the benefits provided by the document unless contained in a written application for benefits and a copy of the instrument containing such representation is or has been furnished to the Plan Participant.

Any Plan Participant who knowingly and with intent to defraud the Plan, files a statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any material fact, commits a fraudulent act. The Plan Participant may be subject to prosecution by the United States Department of Labor. Fraudulently claiming benefits may be punishable by a substantial fine, imprisonment, or both.

Commitment to Protecting Health Information

The Plan will comply with the Standards for Privacy of Individually Identifiable Health Information (i.e., the “Privacy Rule”) set forth by the U.S. Department of Health and Human Services (“HHS”) pursuant to the Health Insurance Portability and Accountability Act (“HIPAA”). Such standards control the dissemination of “protected health information” (“PHI”) of Plan Participants. Privacy standards will be implemented and enforced in the offices of the Employer and Plan Sponsor and any other entity that may assist in the operation of the Plan.

The Plan is required by law to take Reasonable steps to ensure the privacy of the Plan Participant’s PHI, and inform him/her about:

1. The Plan’s disclosures and uses of PHI;
2. The Plan Participant’s privacy rights with respect to his/her PHI;
3. The Plan’s duties with respect to his/her PHI;
4. The Plan Participant’s right to file a complaint with the Plan and with the Secretary of HHS; and
5. The person or office to contact for further information about the Plan’s privacy practices.

Within this provision capitalized terms may be used, but not otherwise defined. These terms shall have the same meaning as those terms set forth in 45 CFR Sections 160.103 and 164.501. Any HIPAA regulation modifications altering a defined HIPAA term or regulatory citation shall be deemed incorporated into this provision.

How Health Information May be Used and Disclosed

In general, the Privacy Rules permit the Plan to use and disclose an individual’s PHI, without obtaining authorization, only if the use or disclosure is:

1. To carry out Payment of benefits;
2. For Health Care Operations;
3. For Treatment purposes; or
4. If the use or disclosure falls within one of the limited circumstances described in the rules (e.g., the disclosure is required by law or for public health activities).

Disclosure of PHI to the Plan Sponsor for Plan Administration Purposes

In order that the Plan Sponsor may receive and use PHI for plan administration purposes, the Plan Sponsor agrees to:

1. Not use or further disclose PHI other than as permitted or required by the Plan documents or as required by law (as defined in the privacy standards);
2. Ensure that any agents, including a subcontractor, to whom the Plan Sponsor provides PHI received from the Plan, agree to the same restrictions and conditions that apply to the Plan Sponsor with respect to such PHI;
3. Establish safeguards for information, including security systems for data processing and storage;
4. Maintain the confidentiality of all PHI, unless an individual gives specific consent or authorization to disclose such data or unless the data is used for health care payment or Plan operations;

5. Receive PHI, in the absence of an individual's express authorization, only to carry out Plan administration functions;
6. Not use or disclose PHI for employment-related actions and decisions or in connection with any other benefit or Employee benefit plan of the Plan Sponsor, except pursuant to an authorization which meets the requirements of the privacy standards;
7. Report to the Plan any PHI use or disclosure that is inconsistent with the uses or disclosures provided for of which the Plan Sponsor becomes aware;
8. Make available PHI in accordance with section 164.524 of the privacy standards (45 CFR 164.524);
9. Make available PHI for Amendment and incorporate any Amendments to PHI in accordance with section 164.526 of the privacy standards (45 CFR 164.526);
10. Make available the information required to provide an accounting of disclosures in accordance with section 164.528 of the privacy standards (45 CFR 164.528);
11. Make its internal practices, books and records relating to the use and disclosure of PHI received from the Plan available to the Secretary of the U.S. Department of Health and Human Services ("HHS"), or any other officer or Employee of HHS to whom the authority involved has been delegated, for purposes of determining compliance by the Plan with part 164, subpart E, of the privacy standards (45 CFR 164.500 et seq);
12. Report to the Plan any inconsistent uses or disclosures of PHI of which the Plan Sponsor becomes aware;
13. Train Employees in privacy protection requirements and appoint a privacy compliance coordinator responsible for such protections;
14. If feasible, return or destroy all PHI received from the Plan that the Plan Sponsor still maintains in any form and retain no copies of such PHI when no longer needed for the purpose for which disclosure was made, except that, if such return or destruction is not feasible, limit further uses and disclosures to those purposes that make the return or destruction of the PHI infeasible; and
15. Ensure that adequate separation between the Plan and the Plan Sponsor, as required in section 164.504(f)(2)(iii) of the privacy standards (45 CFR 164.504(f)(2)(iii)), is established as follows:
 - (a) The following Employees, or classes of Employees, or other persons under control of the Plan Sponsor, shall be given access to the PHI to be disclosed:
 - (i) Privacy Officer: The access to and use of PHI by the individuals described above shall be restricted to the plan administration functions that the Plan Sponsor performs for the Plan.
 - (b) In the event any of the individuals described in above do not comply with the provisions of the Plan documents relating to use and disclosure of PHI, the Plan Administrator shall impose Reasonable sanctions as necessary, in its discretion, to ensure that no further non-compliance occurs. The Plan Administrator will promptly report such violation or non-compliance to the Plan, and will cooperate with the Plan to correct violation or non-compliance to impose appropriate disciplinary action or sanctions. Such sanctions shall be imposed progressively (for example, an oral warning, a written

warning, time off without pay and termination), if appropriate, and shall be imposed so that they are commensurate with the severity of the violation.

Disclosure of Summary Health Information to the Plan Sponsor

The Plan may disclose PHI to the Plan Sponsor of the group health plan for purposes of plan administration or pursuant to an authorization request signed by the Plan Participant. The Plan may use or disclose “summary health information” to the Plan Sponsor for obtaining premium bids or modifying, amending, or terminating the group health plan.

Disclosure of Certain Enrollment Information to the Plan Sponsor

Pursuant to section 164.504(f)(1)(iii) of the privacy standards (45 CFR 164.504(f)(1)(iii)), the Plan may disclose to the Plan Sponsor information on whether an individual is participating in the Plan or is enrolled in or has un-enrolled from a health insurance issuer or health maintenance organization offered by the Plan to the Plan Sponsor.

Disclosure of PHI to Obtain Stop-loss or Excess Loss Coverage

The Plan Sponsor may hereby authorize and direct the Plan, through the Plan Administrator or the Claims Administrator, to disclose PHI to stop-loss carriers, excess loss carriers or managing general underwriters (“MGUs”) for underwriting and other purposes in order to obtain and maintain stop-loss or excess loss coverage related to benefit claims under the Plan. Such disclosures shall be made in accordance with the privacy standards.

Other Disclosures and Uses of PHI:

Primary Uses and Disclosures of PHI

1. **Treatment, Payment and Health Care Operations:** The Plan has the right to use and disclose a Plan Participant’s PHI for all activities as included within the definitions of Treatment, Payment, and Health Care Operations and pursuant to the HIPAA Privacy Rule.
2. **Business Associates:** The Plan contracts with individuals and entities (Business Associates) to perform various functions on its behalf. In performance of these functions or to provide services, Business Associates will receive, create, maintain, use, or disclose PHI, but only after the Plan and the Business Associate agree in writing to contract terms requiring the Business Associate to appropriately safeguard the Plan Participant’s information.
3. **Other Covered Entities:** The Plan may disclose PHI to assist health care Providers in connection with their treatment or payment activities or to assist other covered entities in connection with payment activities and certain health care operations. For example, the Plan may disclose PHI to a health care Provider when needed by the Provider to render treatment to a Plan Participant, and the Plan may disclose PHI to another covered entity to conduct health care operations. The Plan may also disclose or share PHI with other insurance carriers (such as Medicare, etc.) in order to coordinate benefits, if a Plan Participant has coverage through another carrier.

Other Possible Uses and Disclosures of PHI

1. **Required by Law:** The Plan may use or disclose PHI when required by law, provided the use or disclosure complies with and is limited to the relevant requirements of such law.

2. **Public Health and Safety:** The Plan may use or disclose PHI when permitted for purposes of public health activities, including disclosures to:
 - (a) a public health authority or other appropriate government authority authorized by law to receive reports of Child abuse or neglect;
 - (b) report reactions to medications or problems with products or devices regulated by the Federal Food and Drug Administration or other activities related to quality, safety, or effectiveness of FDA-regulated products or activities;
 - (c) locate and notify persons of recalls of products they may be using; and (d) a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or condition, if authorized by law.
3. The Plan may disclose PHI to a government authority, except for reports of Child abuse or neglect permitted by (5) above, when required or authorized by law, or with the Plan Participant's agreement, if the Plan reasonably believes he/she to be a victim of abuse, neglect, or domestic violence. In such case, the Plan will promptly inform the Plan Participant that such a disclosure has been or will be made unless the Plan believes that informing him/her would place him/her at risk of serious harm (but only to someone in a position to help prevent the threat). Disclosure generally may be made to a minor's parents or other representatives although there may be circumstances under Federal or State law when the parents or other representatives may not be given access to the minor's PHI.
4. **Health Oversight Activities:** The Plan may disclose PHI to a health oversight agency for oversight activities authorized by law. This includes civil, administrative or criminal investigations; inspections; claim audits; licensure or disciplinary actions; and other activities necessary for appropriate oversight of a health care system, government health care program, and compliance with certain laws.
5. **Lawsuits and Disputes:** The Plan may disclose PHI when required for judicial or administrative proceedings. For example, the Plan Participant's PHI may be disclosed in response to a subpoena, discovery requests, or other required legal processes when the Plan is given satisfactory assurances that the requesting party has made a good faith attempt to advise the Plan Participant of the request or to obtain an order protecting such information, and done in accordance with specified procedural safeguards.
6. **Law Enforcement:** The Plan may disclose PHI to a law enforcement official when required for law enforcement purposes concerning identifying or locating a suspect, fugitive, material witness or missing person. Under certain circumstances, the Plan may disclose the Plan Participant's PHI in response to a law enforcement official's request if he/she is, or are suspected to be, a victim of a crime and if it believes in good faith that the PHI constitutes evidence of criminal conduct that occurred on the Sponsor's or Plan's premises.
7. **Decedents:** The Plan may disclose PHI to a coroner, funeral director or medical examiner for the purpose of identifying a deceased person, determining a cause of death or as necessary to carry out their duties as authorized by law.
8. **Research:** The Plan may use or disclose PHI for research, subject to certain limited conditions.

9. **To Avert a Serious Threat to Health or Safety:** The Plan may disclose PHI in accordance with applicable law and standards of ethical conduct, if the Plan, in good faith, believes the use or disclosure is necessary to prevent or lessen a threat to health or safety of a person or to the public.
10. **Workers' Compensation:** The Plan may disclose PHI when authorized by and to the extent necessary to comply with workers' compensation or other similar programs established by law.
11. **Military and National Security:** The Plan may disclose PHI to military authorities of armed forces personnel under certain circumstances. As authorized by law, the Plan may disclose PHI required for intelligence, counter-intelligence, and other national security activities to authorized Federal officials.

Required Disclosures of PHI

1. **Disclosures to Plan Participants:** The Plan is required to disclose to a Plan Participant most of the PHI in a Designated Record Set when the Plan Participant requests access to this information. The Plan will disclose a Plan Participant's PHI to an individual who has been assigned as his/her representative and who has qualified for such designation in accordance with the relevant State law. Before disclosure to an individual qualified as a personal representative, the Plan must be given written supporting documentation establishing the basis of the personal representation.

The Plan may elect not to treat the person as the Plan Participant's personal representative if it has a Reasonable belief that the Plan Participant has been, or may be, subjected to domestic violence, abuse, or neglect by such person, it is not in the Plan Participant's best interest to treat the person as his/her personal representative, or treating such person as his/her personal representative could endanger the Plan Participant.

2. **Disclosures to the Secretary of the U.S. Dept of Health and Human Services:** The Plan is required to disclose the Plan Participant's PHI to the Secretary of the U.S. Department of Health and Human Resources when the Secretary is investigating or determining the Plan's compliance with the HIPAA Privacy Rule.

Rights to Individuals

The Plan Participant has the following rights regarding PHI about him/her:

1. **Request Restrictions:** The Plan Participant has the right to request additional restrictions on the use or disclosure of PHI for treatment, payment, or health care operations. The Plan Participant may request the Plan restrict disclosures to family members, relatives, friends or other persons identified by him/her who are involved in his/her care or payment for his/her care. The Plan is not required to agree to these requested restrictions.
2. **Right to Receive Confidential Communication:** The Plan Participant has the right to request that he/she receive communications regarding PHI in a certain manner or at a certain location. The request must be made in writing and how the Plan Participant would like to be contacted. The Plan will accommodate all Reasonable requests.
3. **Copy of this Notice:** The Plan Participant is entitled to receive a paper copy of this notice at any time. To obtain a paper copy, contact the Privacy Compliance Coordinator.

4. Accounting of Disclosures: The Plan Participant has the right to request an accounting of disclosures the Plan has made of his/her PHI. The request must be made in writing and does not apply to disclosures for treatment, payment, health care operations, and certain other purposes. The Plan Participant is entitled to such an accounting for the six (6) years prior to his/her request, though not earlier than April 14, 2003. Except as provided below, for each disclosure, the accounting will include: (a) the date of the disclosure, (b) the name of the entity or person who received the PHI and, if known, the address of such entity or person; (c) a description of the PHI disclosed, (d) a statement of the purpose of the disclosure that reasonably informs the Plan Participant of the basis of the disclosure, and certain other information. If the Plan Participant wishes to make a request, please contact the Privacy Compliance Coordinator.
5. Access: The Plan Participant has the right to request the opportunity to look at or get copies of PHI maintained by the Plan about him/her in certain records maintained by the Plan. If the Plan Participant requests copies, he/she may be charged a fee to cover the costs of copying, mailing, and other supplies. To inspect or copy PHI contact the Privacy Compliance Coordinator. In very limited circumstances, the Plan may deny the Plan Participant's request. If the Plan denies the request, the Plan Participant may be entitled to a review of that denial.
6. Amendment: The Plan Participant has the right to request that the Plan change or amend his/her PHI. The Plan reserves the right to require this request be in writing. Submit the request to the Privacy Compliance Coordinator. The Plan may deny the Plan Participant's request in certain cases, including if it is not writing or if he/she does not provide a reason for the request.

Questions or Complaints

If the Plan Participant wants more information about the Plan's privacy practices, has questions or concerns, or believes that the Plan may have violated his/her privacy rights, please contact the Plan using the following information. The Plan Participant may submit a written complaint to the U.S. Department of Health and Human Services or with the Plan. The Plan will provide the Plan Participant with the address to file his/her complaint with the U.S. Department of Health and Human Services upon request.

The Plan will not retaliate against the Plan Participant for filing a complaint with the Plan or the U.S. Department of Health and Human Services.

Contact Information:

Privacy Compliance Coordinator Contact Information:

City Attorney
City of Manitowoc
900 Quay Street
Manitowoc, WI 54220
Phone: 920 686 6540
Fax: 920 686 6545

Additional Contact Information for HIPAA Questions:

Human Resources Director
City of Manitowoc
900 Quay Street
Manitowoc, WI 54220
Phone: 920 686 6993
Fax: 920 686 6999

STANDARDS FOR SECURITY OF INDIVIDUALLY IDENTIFIABLE HEALTH INFORMATION (“SECURITY RULE”)

The Security Rule imposes regulations for maintaining the integrity, confidentiality and availability of protected health information that it creates, receives, maintains, or maintains electronically that is kept in electronic format (ePHI) as required under the Health Insurance Portability and Accountability Act (HIPAA).

Definitions:

“*Electronic Protected Health Information*” (ePHI) is defined in Section 160.103 of the Security Standards (45 C.F.R. 160.103) and means individually identifiable health information transmitted or maintained in any electronic media.

“*Security Incidents*” is defined within Section 164.304 of the Security Standards (45 C.F.R. 164.304) and means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with systems operation in an information system.

Plan Sponsor Obligations

To enable the Plan Sponsor to receive and use Electronic PHI for Plan Administration Functions (as defined in 45 CFR §164.504(a)), the Plan Sponsor agrees to:

1. Implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the Electronic PHI that it creates, receives, maintains, or transmits on behalf of the Plan.
2. Ensure that adequate separation between the Plan and the Plan Sponsor, as required in 45 CFR § 164.504(f)(2)(iii), is supported by Reasonable and appropriate Security Measures.
3. Ensure that any agent, including a subcontractor, to whom the Plan Sponsor provides Electronic PHI created, received, maintained, or transmitted on behalf of the Plan, agrees to implement Reasonable and appropriate report to the Plan any security incident of which it becomes aware.
4. Report to the Plan any security incident of which it becomes aware.

Notification Requirements in the Event of a Breach of Unsecured PHI

The required breach notifications are triggered upon the discovery of a breach of unsecured PHI. A breach is discovered as of the first day the breach is known, or reasonably should have been known.

When a breach of unsecured PHI is discovered, the Plan will:

1. Notify the individual whose PHI has been, or is reasonably believed to have been, assessed, acquired, used, or disclosed as a result of the breach, in writing, without unreasonable delay and in no case later than 60 calendar days after discovery of the breach.
2. Notify the media if the breach affected more than 500 residents of a State or jurisdiction. Notice must be provided to prominent media outlets serving the State or jurisdiction without

unreasonable delay and in no case later than 60 calendar days after the date the breach was discovered.

3. Notify the HHS Secretary if the breach involves 500 or more individuals, contemporaneously with the notice to the affected individual and in the manner specified by HHS. If the breach involves less than 500 individuals, an internal log or other documentation of such breaches must be maintained and annually submitted to HHS within 60 days after the end of each Calendar Year.
4. When a Business Associate, which provides services for the Plan and comes in contact with PHI in connection with those services discovers a breach has occurred, that Business Associate will notify the Plan without unreasonable delay and in no case later than 60 calendar days after discovery of a breach so that the affected individuals may be notified. To the extent possible, the Business Associate should identify each individual whose unsecured PHI has been, or is reasonably believed to have been, breached.

Any terms not otherwise defined in this section shall have the meanings set forth in the Security Standards