UnitedHealthcare[®]

Benefit Summary ASO Choice Plus

Kettering Pre 65 Retiree HSA Medical Plan 1-01-2025

United HealthCare Services, Inc. and EPC Schools want to help you take control and make the most of your health care benefits. That's why we provide convenient services to get your health care questions answered quickly and accurately:

- myuhc.com[®] Take advantage of easy, time-saving online tools. You can check your eligibility, benefits, claims, claim payments, search for a doctor and hospital and more.
 24-hour nurse support A nurse is a phone call away and you have other health resources available 24-hours a day, 7 days a week to provide you with information that can
- help you make informed decisions. Just call the number on the back of your ID card.
 Customer Care telephone support Need more help? Call a customer care professional using the toll-free number on the back of your ID card. Get answers to your benefit questions or receive help looking for a doctor or hospital.

The Benefit Summary is intended only to highlight your Benefits and should not be relied upon to fully determine your coverage. If this Benefit Summary conflicts in any way with the Summary Plan Description (SPD), the SPD shall prevail. It is recommended that you review your SPD for an exact description of the services and supplies that are covered, those which are excluded or limited, and other terms and conditions of coverage.

PLAN HIGHLIGHTS

Types of Coverage	Network Benefits	Non-Network Benefits	
Annual Deductible – Combined Medical and Pharmacy			
Single Coverage Deductible	\$2,000 per year	\$2,000 per year	
Family Coverage Deductible	\$4,000 per year	\$4,000 per year	
No one in the family is eligible for benefits until the family coverage deductible is met.			
Out-of-Pocket Maximum – Combined Medical and P	harmacy		
Single Coverage Out-of-Pocket Maximum	\$3,300 per year	\$6,600 per year	
Family Coverage Out-of-Pocket Maximum	\$6,850 per year	\$13,700 per year	
The Out-of-Pocket Maximum includes the Annual Deductible.			
If more than one person in a family is covered under the Policy, the single coverage Out-of-Pocket Maximum stated above does not apply.			
Copayments, Coinsurance and Deductibles accumulate towards the Out-of-Pocket Maximum.			
Prescription Drug cost shares are included in the Medical Out-of-Pocket Maximum.			
Benefit Plan Coinsurance – The Amount the Plan Pays			
	70% after Deductible has been met	60% after Deductible has been met	
Prescription Drug Benefits			
Prescription drug benefits are shown under separate cover. Benefits are not payable for Prescriptions until the Deductible above has been met.			
Information of Pre-service Notification			
*Prior Authorization is required for certain services. (Note that only genetic testing for BRCA requires prior authorization for Non-Network services under the Physician's Services category)			

Information on Benefit Limits

The Annual Deductible, Out-of-Pocket Maximum and Benefit limits are calculated on a [calendar][policy] year basis.

Refer to your Summary Plan Description for a definition of Eligible Expenses and information on how benefits are paid.

When Benefit limits apply, the limit refers to any combination of Network and Non-Network Benefits unless specifically stated in the Benefit category.

In order to obtain the highest level of Benefits, you should confirm the Network status of all providers prior to obtaining Covered Health Services.

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BENEFITS		
Types of Coverage	Network Benefits	Non-Network Benefits
Ambulance Services - Emergency and Non-Er	nergency	
	* 70% after Deductible has been met	* 70% after Network Deductible has been met
Dental Services – Accident Only		
Benefits are limited as follows: Tooth/teeth need to be sound and natural	70% after Deductible has been met	70% after Network Deductible has been met
Durable Medical Equipment (DME)		
Benefits are limited as follows: A single purchase of a type of Durable Medical Equipment (including repair and replacement) every three years. Wound vacuums are not covered	70% after Deductible has been met	** 60% after Deductible has been met
Emergency Health Services - Outpatient		
	70% after Deductible has been met	70% after Network Deductible has been met

BENEFITS		
Types of Coverage	Network Benefits	Non-Network Benefits
Hearing Aids Benefits are limited as follows:	70% after Deductible has been met	60% after Deductible has been met
\$2,500 per year and are limited to a single purchase (including repair/replacement) per hearing impaired ear every three years.		
Home Health Care Unlimited	70% after Deductible has been met	* 60% after Deductible has been met
Hospice Care	70% after Deductible has been met	* 60% after Deductible has been met
Hospital – Inpatient Stay	70% after Deductible has been met	* 60% after Deductible has been met
Lab, X-Ray and Diagnostics - Outpatient		
For Preventive Lab, X-Ray and Diagnostics, refer to the Preventive Care Services category.	70% after Deductible has been met	60% after Deductible has been met
Lab, X-Ray and Major Diagnostics – CT, PET, MRI,	MRA and Nuclear Medicine - Outpatient 70% after Deductible has been met	60% after Deductible has been met
Mental Health Services	70% and Deductible has been met	00% alter Deddelible has been met
	Inpatient: 70% after Deductible has been met Outpatient: 70% after Deductible has been met	* 60% after Deductible has been met
	Benefits for outpatient visits for medication management will be paid at 70%.	
Neurobiological Disorders - Mental Health Services	for Autism Spectrum Disorders Inpatient: 70% after Deductible has been met Outpatient: 70% after Deductible has been met	* 60% after Deductible has been met
	Benefits for outpatient visits for medication management will be paid at 70%.	
Pharmaceutical Products - Outpatient This includes medications administered in an outpatient setting, in the Physician's Office or in a Covered Person's	70% after Deductible has been met	60% after Deductible has been met
home. Physician Fees for Surgical and Medical Services		
	70% after Deductible has been met	60% after Deductible has been met
Physician's Office Services – Sickness and Injury Primary Physician Office Visit	70% after Deductible has been met	60% after Deductible has been met
Specialist Physician Office Visit	70% after Deductible has been met	60% after Deductible has been met
> In addition to the office visit Copayment stated in this sec MRA, Nuclear Medicine; Pharmaceutical Products, Scopic Pregnancy – Maternity Services	tion, the Copayment/Coinsurance and any deductible applies where Procedures; Surgery; Therapeutic Treatments.	nen these services are done: Lab, X-Ray; CT, PET, MRI,
Freghancy - Maternity Services	Depending upon where the Covered Health Service is provide covered Health Service category in this Benefit Summary.	
		Prior Authorization is required if Inpatient Stay exceeds 48 hours following a normal vaginal delivery or 96 hours following a cesarean section delivery.
Preventive Care Services Covered Health Services include but are not limited to:		
Primary Physician Office Visit	100% Deductible does not apply.	Non-Network Benefits are not available
Specialist Physician Office Visit	100% Deductible does not apply.	Non-Network Benefits are not available
Lab, X-Ray or other preventive tests Prosthetic Devices	100% Deductible does not apply.	Non-Network Benefits are not available
Benefits are limited as follows: A single purchase of each type of prosthetic device every three years. Included in this limit are Repairs and Replacement	70% after Deductible has been met	** 60% after Deductible has been met
Reconstructive Procedures	Depending upon where the Covered Health Service is provide	A Repetite will be the same as these stated under each
	Covered Health Service category in this Benefit Summary.	Prior Authorization is required.
Rehabilitation Services – Outpatient Therapy and M	lanipulative Treatment	
Benefits are limited as follows: 60 Combined Visits for Physical therapy, Occupational therapy	70% after Deductible has been met	60% after Deductible has been met
and Speech therapy		
12 visits of manipulative treatment		
Unlimited visits of pulmonary rehabilitation Unlimited visits of cardiac rehabilitation		
Unlimited visits of post-cochlear implant aural therapy		
The limits stated above include habilitative services.		
Scopic Procedures – Outpatient Diagnostic and The	erapeutic	
Diagnostic scopic procedures include, but are not limited to: Colonoscopy; Sigmoidoscopy; Endoscopy	70% after Deductible has been met	60% after Deductible has been met
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Types of Coverage	Network Benefits	Non-Network Benefits		
For Preventive Scopic Procedures, refer to the				
Preventive Care Services category.				
Skilled Nursing Facility / Inpatient Rehabilitation Fac	cility Services			
Benefits are limited as follows:	70% after Deductible has been met	* 60% after Deductible has been met		
180 days/year combined INN/OON for Skilled Nursing.				
Inpatient Rehabilitation limited to 60 days/year INN/OON.				
Not combined with Inpatient Hospital				
Substance Use Disorder Services				
	Inpatient: 70% after Deductible has been met	* 60% after Deductible has been met		
	Outpatient: 70% after Deductible has been met			
	Benefits for outpatient visits for medication management will			
	be paid at 100%.			
Surgery – Outpatient				
	70% after Deductible has been met	* 60% after Deductible has been met		
Transplantation Services				
	* 70% after Deductible has been met			
		Non-Network Benefits are not available		
	For Network Benefits, services must be received at a			
Lirgent Core Center Convince	Designated Facility.			
Urgent Care Center Services	70% after Deductible has been met	60% after Deductible has been met		
> In addition to the Consyment stated in this section, the C	opayment/Coinsurance and any deductible applies when these s			
Nuclear Medicine; Pharmaceutical Products, Scopic Proce		λ is a constant of the set of		
Vision Examinations				
Benefits are limited as follows:	70% after Deductible has been met	60% after Deductible has been met		
1 exam every year				
MEDICAL EXCLUSIONS				
It is recommended that you review your SPD for an exact description of the services	and supplies that are covered, those which are excluded or limited, and other terms and co	onditions of coverage.		
Alternative Treatments				
	nassage); art, music, dance, horseback therapy; and other forms of alternative treatment			
(NCCAM) of the National Institutes of Health. This exclusion does not apply to Mahl Dental	pulative Treatment and non-manipulative osteopathic care for which Benefits are provided a	is described in the SPD.		
	ed expenses, including hospitalizations and anesthesia). This exclusion does not apply to d	ental care (oral examination, X-rays, extractions and non-surgical elimination of		
oral infection) required for the direct treatment of a medical condition for which Bene	fits are available under the Plan as described in the SPD. Dental care that is required to tre	at the effects of a medical condition, but that is not necessary to directly treat the		
	g from dry mouth after radiation treatment or as a result of medication. Endodontics, periodo			
	lom teeth), restoration, and replacement of teeth; medical or surgical treatment of dental co scribed under Dental Services – Accidental Only in the SPD. Dental implants, bone grafts a			
	ervices – Accident Only in the SPD. Dental braces (orthodontics). Congenital Anomaly suc			
Devices, Appliances and Prosthetics				
	activities. Orthotic appliances that straighten or re-shape a body part as described under Du			
	cranial banding, or any orthotic braces available over-the-counter. The following items are excluded,: blood pressure cuff/monitor; enuresis alarm; non-wearable external defibrillator; trusses; and ultrasonic nebulizers. Devices and computers to assist in			
communication and speech except for speech generating devices and tracheo-esophogeal voice devices for which Benefits are provided as described under Durable Medical Equipment. Oral appliances for snoring. Repair and replacement prosthetic devices when damaged due to misuse, malicious damage or gross neglect. Prosthetic devices. This exclusion does not apply to breast prosthesis, mastectomy bras and lymphedema stockings for which Benefits are provided as described under				
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THIS MATERIAL IS PROVIDED ON THE RECIPIENT'S AGREEMENT THAT IT WILL ONLY BE USED FOR THE PURPOSE OF DESCRIBING UNITED HEALTHCARE SERVICES, INC.'S PRODUCTS AND SERVICES TO THE RECIPIENT. ANY OTHER USE, COPYING OR DISTRIBUTION WITHOUT THE EXPRESS WRITTEN PERMISSION OF UNITED HEALTHCARE SERVICES, INC. IS PROHIBITED.

Types of Coverage	Network Benefits	Non-Network Benefits
Physical Appearance	Network Denents	Non Network Benefits
osmetic Procedures. See the definition in the SPD. Exar rocedures): Skin abrasion procedures performed as a tre ccumulation under the male breast and nipple; Treatmen e earlier breast implant was performed as a Cosmetic P nemberships and programs, spa treatments and diversion	atment for acne; treatment of hair loss; varicose vein treatment of the lower extremitie t for skin wrinkles or any treatment to improve the appearance of the skin; Treatment fro rocedure. Treatment of benign gynecomastia (abnormal breast enlargement in males).	r tattoo removal or revision procedures (such as salabrasion, chemosurgery and other such skin abrasion is, when it is considered cosmetic; Liposuction or removal of fat deposits considered undesirable, including fat for spider veins; Hair removal or replacement by any means. Replacement of an existing intact breast implant if . Physical conditioning programs such as athletic training, body-building, exercise, fitness, flexibility, health club supervision. Weight loss programs for medical reasons are also excluded, even if for morbid obesity. Wigs
rocedures and Treatments		
abdominoplasty or abdominal panniculectomy, and brachil sleep apnea. Rehabilitation services and Manipulative Tre maintenance/preventive treatment. Speech therapy excep stuttering, stammering or other articulation disorders. Psy region during the same visit or office encounter. Biofeedb asthma or allergies. Manipulative treatment (the therapeut mprove function). Services for the evaluation and treatme Doppler analysis: vibration analysis; computerized manditi does not apply to reconstructive jaw surgery required for G and jaw alignment. Breast reduction except surgery as co morbid obesity. Surgical treatment of obesity and morbid	oplasty. Medical and surgical treatment of excessive sweating (hyperhidrosis). Medica atment to improve general physical condition that are provided to reduce potential risk tas required for treatment of a speech impediment or speech dysfunction that results thosurgery. Sex transformation operations and related services. Physiological modaliti ack. Manipulative treatment to treat a condition unrelated to spinal manipulation and are ic application of chiropractic and osteopathic manipulative treatment with or without ar in of temporomandibular joint syndrome (TMJ), whether the services are considered it suar scan or jaw tracking: craniosacral therapy: orthodontics: occlusal adjustment; der Zovered Persons because of a Congenital Anomaly, acute traumatic Injury, dislocation verage is required by the Women's Health and Cancer Right's Act of 1998 for which B boesity. Stand-alone multi-disciplinary smoking cessation programs. These are program	ination of hanging skin on any part of the body. Examples include plastic surgery procedures called and surgical treatment for snoring, except when provided as a part of treatment for documented obstructive factors, where significant therapeutic improvement is not expected, including routine, long-term or from Injury, stroke, cancer, Congenital Anomaly, or Autism Spectrum Disorder. Speech therapy to treat ies and procedures that result in similar or redundant therapeutic effects when performed on the same body ncillary physiologic treatment rendered to restore/improve motion, reduce pain and improve function, such as ncillary physiologic treatment and/or rehabilitative methods rendered to restore/improve motion, reduce pain an o be dental in nature, the following services for the diagnosis and treatment of TMJ: surface electromyography; tal restorations. Upper and lower jawbone surgery, orthognathic surgery (procedure to correct underbite or overbite) enefits are described under Reconstructive Procedures in the SPD. Non-surgical treatment of obesity even if for sth at usually include health care providers specializing in smoking cessation and may include a psychologist thriques and medications to control cravings. Chelation therapy, except to treat heavy metal poisoning.
ervices performed by a provider who is a family member ame legal residence. Services ordered or delivered by a ased diagnostic facility without an order written by a Phy spresentative of a free-standing or Hospital-based diagn ceived. This exclusion does not apply to mammography	Christian Science practitioner. Services performed by an unlicensed provider or a prov sician or other provider. Services which are self-directed to a free-standing or Hospital sstic facility, when that Physician or other provider has not been actively involved in yo	includes any service the provider may perform on himself or herself. Services performed by a provider with you vider who is operating outside of the scope of his/her license. Services provided at a free-standing or Hospital- -based diagnostic facility. Services ordered by a Physician or other provider who is an employee or ur medical care prior to ordering the service, or is not actively involved in your medical care after the service is
he following infertility treatment-related services: crýo-pri urrogate parenting, donor eggs, donor sperm and host u xpenses for elective surgical, non-surgical, or drug-induc oula (labor aide); and parenting, prenatal or birthing class	eservation and other forms of preservation of reproductive materials, long-term storage terus. Storage and retrieval of all reproductive materials. Examples include eggs, sper	reatment. This exclusion does not apply to services required to treat or correct underlying causes of infertility. e of reproductive materials such as sperm, eggs, embryos, ovarian tissue, and testicular tissue, donor services. m, testicular tissue and ovarian tissue. The reversal of voluntary sterilization. Health services and associated nancy, ectopic Pregnancy, or missed abortion (commonly known as a miscarriage). Services provided by a
overage under workers' compensation, no-fault automob egally entitled to other coverage and facilities are reasona		les include coverage required by workers' compensation, no-fault auto insurance, or similar legislation. If d have it elected for you. Health services for treatment of military service-related disabilities, when you are
uidelines. Mechanical or animal organ transplants, excep		ices, Inc. determines the transplant to be appropriate according to United HealthCare Services, Inc.'s transplant to supports the heart while the patient waits for a suitable donor heart to become available); and donor costs for
lealth services provided in a foreign country, unless requ Covered Health Services received from a Designated Fac		d by a Physician, except as identified under Travel and Lodging in the SPD. Additional travel expenses related t In does not apply to ambulance transportation for which Benefits are provided as described in the SPD.
n integrated hospice care program of services provided t ndividualized treatment programs designed to return a p	o a terminally ill person by a licensed hospice care agency for which Benefits are desc	tomiciliary care. Private Duty Nursing. Respite care. This exclusion does not apply to respite care that is part of ribed under Hospice Care in the SPD. Rest cures; services of personal care attendants. Work hardening
nchor Hearing Aids (BAHA) and all other hearing assistin earable hearing aid or for Covered Persons with hearing earsightedness, farsightedness, presbyopia and astigma eed for vision correction.	ve devices. Bone anchored hearing aids except when either of the following applies: fo loss of sufficient severity that it would not be adequately remedied by a wearable hea	as Intacs corneal implants). Purchase cost and associated fitting and testing charges for hearing aids, Bone or Covered Persons with craniofacial anomalies whose abnormal or absent ear canals preclude the use of a ring aid. Eye exercise or vision therapy. Surgery and other related treatment that is intended to correct rgery and radial keratotomy. Routine vision examinations, including refractive examinations to determine the
Prescription Drugs, which the Claims Administrator detern raccinations, immunizations or treatments when: required roccedings or orders: conducted for purposes of medical he SPD. Health services received as a result of war or an iffected by war, any act of war or terrorism in a non-war z he date your coverage under the Plan ended. Health services pecified limitation in the SPD. Foreign language and sign excluded. This exclusion does not apply to services the Pl nu nexpected or unanticipated condition that is superimp hat require hospitalization. Health services when a provid eservations; completion of claim forms; or record process	nines to be all of the following: Medically Necessary: described as a Covered Health S solely for purposes of education, school, sports or camp, travel, career or employmen research; required to obtain or maintain a license of any type. This exclusion does no y act of war, whether declared or undeclared or caused during service in the armed fo one. Health services received after the date your coverage under the Plan ends. This rices for which you have no legal responsibility to pay, or for which a charge would not language services. Health services related to a non-Covered Health Service: When a an would otherwise determine to be Covered Health Services if they are to treat comp osed on an existing disease and that affects or modifies the prognosis of the original c er waives the Copay, Annual Deductible or Coinsurance amounts. Autopsies and oth ing. Charges prohibited by federal anti-kickback or self-referral status. Diagnostic test:	Glossary in the SPD. Covered Health Services are those health services including services, supplies or ervice in the SPD; and not otherwise excluded in the SPD. Physical, psychiatric or psychological exams, testing nt, insurance, marriage or adoption; or as a result of incarceration; related to judicial or administrative tapply to Covered Health Services provided during a clinical thraft or which Benefits are provided as described i proces of any country. This exclusion does not apply to Covered Persons who are civilians injured or otherwise applies to all health services, even if the health service is required to treat a medical condition that arose before ordinarily be made in the absence of coverage under the Plan. Charges that exceed Eligible Expenses or any service is not a Covered Health Service, all services related to that non-Covered Health Service are also ilications that arise from the non-Covered Health Service. For the purpose of this exclusion, a "complication" is lisease or condition. Examples of a "complication" services for a corpse. Charges for: missed appointments; room or facility s that are: delivered in other than a Physician's office or health care facility: and self-administered home explicition but not limited to learning and reading disabilities; attention deficit/hyperactively disorder; TB; or



Addendum to the Medical Benefit Summary for Self-Funded Groups Kettering Pre 65 Retiree HSA plan - Choice Plus

These Benefits are available to you in addition to the benefits located on the Benefit Summary.

ADDITIONAL CORE BENEFITS

Types of Coverage	Network Benefits	Non-Network Benefits	
Gender Dysphoria			
		Depending upon where the Covered Health Service is provided, Benefits will be the same as those stated under each Covered Health Service category in the Schedule of Benefits.	
		Prior Authorization is required for certain services.	

This Gender Dysphoria exclusion applies:

Cosmetic Procedures including the following: Abdominoplasty. Blepharoplasty. Breast enlargement, including augmentation mammoplasty and breast implants. Body contouring, such as lipoplasty. Brow lift. Calf implants. Cheek, chin, and nose implants. Injection of fillers or neurotoxins. Face lift, forehead lift, or neck tightening. Facial bone remodeling for facial feminizations. Hair removal. Hair transplantation. Lip augmentation. Lip reduction. Liposuction. Mastopexy. Pectoral implants for chest masculinization. Rhinoplasty. Skin resurfacing. Thyroid cartilage reduction; reduction thyroid chondroplasty; trachea shave (removal or reduction of the Adam's Apple). Voice modification surgery. Voice lessons and voice therapy.

This Procedures and Treatments exclusion no longer applies when Gender Dysphoria applies:

Sex transformation operations and related services.

Mental Health Services		
Partial Hospitalization/Intensive Outpatient Treatment:	70% after Deductible has been met per session for Partial Hospitalization /Intensive Outpatient Treatment.	60% after Deductible has been met per session for Partial Hospitalization /Intensive Outpatient Treatment. <i>Prior Authorization is required for certain</i> <i>services.</i>
Neurobiological Disorders – Aut	ism Spectrum Disorder Services	
Partial Hospitalization/Intensive Outpatient Treatment:	70% after Deductible has been met per session for Partial Hospitalization /Intensive Outpatient Treatment.	60% after Deductible has been met per session for Partial Hospitalization /Intensive Outpatient Treatment.
		Prior Authorization is required for certain services.
Substance Use Disorder Service	S	
Partial Hospitalization/Intensive Outpatient Treatment:	70% after Deductible has been met per session for Partial Hospitalization /Intensive Outpatient Treatment.	60% after Deductible has been met per session for Partial Hospitalization /Intensive Outpatient Treatment.

Prior Authorization is required for certain services.

Virtual Visits

Network Benefits are available only when services are delivered through a Designated Virtual Visit Network Provider. Find a Designated Virtual Visit Network Provider Group at myuhc.com or by calling Customer Care at the telephone number on your ID card. Access to Virtual Visits and prescription services may not be available in all states or for all groups. Non-Network Benefits are not available.

This replaces the Mental Health, Neurobiological/Autism Spectrum, and Substance Use Disorders exclusion sections on the Benefit Summary:

Services performed in connection with conditions not classified in the current edition of the *Diagnostic and Statistical Manual of the American Psychiatric Association*. Outside of an initial assessment, services as treatments for a primary diagnosis of conditions and problems that may be a focus of clinical attention, but are specifically noted not to be mental disorders within the current edition of the *Diagnostic and Statistical Manual of the American Psychiatric Association*. Outside of initial assessment, services as treatments for the primary diagnoses of learning disabilities, conduct and impulse control disorders, pyromania, kleptomania, gambling disorder, and paraphilic disorder. Educational/behavioral services that are focused on primarily building skills and capabilities in communication, social interaction and learning. Tuition for or services that are school-based for children and adolescents required to be provided by, or paid for by, the school under the *Individuals with Disabilities Education Act*. Tuition for or services that are school-based for children and adolescents required to be provided by, or paid for by, the school under the *Individuals with Disabilities Education Act*. Outside of initial assessment, unspecified disorders for which the provider is not obligated to provide clinical rationale as defined in the current edition of the *Diagnostic and Statistical Manual of the American Psychiatric Association*. Methadone treatment as maintenance, L.A.A.M. (1-Alpha-Acetyl-Methadol), Cyclazocine, or their equivalents for drug addiction. [Intensive Behavioral Therapies such as Applied Behavior Analysis for Autism Spectrum Disorders.] Transitional Living services.

This Benefit Summary Addendum is intended only to highlight your Benefits and should not be relied upon to fully determine your coverage. If this Benefit Summary Addendum conflicts in any way with the Summary Plan Description (SPF), the SPD shall prevail. It is recommended that you review your SPD for an exact description of the services and supplies that are covered, those which are excluded or limited, and other terms and conditions of coverage.

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United HealthCare Services, Inc. does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to the Civil Rights Coordinator. **Online:** UHC_Civil_Rights@uhc.com

Mail: Civil Rights Coordinator. UnitedHealthcare Civil Rights Grievance. P.O. Box 30608 Salt Lake City, UTAH 84130

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again. If you need help with your complaint, please call the toll-free phone number listed on your ID card, TTY 711, Monday through Friday, 8 a.m. to 8 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services. Online: <u>https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</u> Complaint forms are available at <u>http://www.hhs.gov/ocr/office/file/index.html</u>. Phone: Toll-free 1-800-368-1019, 800-537-7697 (TDD) Mail: U.S. Dept. of Health and Human Services. 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free phone number listed on your ID card TTY 711, Monday through Friday, 8 a.m. to 8 p.m.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call the toll-free phone number listed on your identification card.

ATENCIÓN: Si habla **español (Spanish)**, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意:如果您說中文 (Chinese),我們免費為您提供語言協助服務。請撥打會員卡所列的免付 費會員電話號碼。

XIN LƯU Ý: Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi số điện thoại miễn phí ở mặt sau thẻ hội viên của quý vị.

알림: 한국어(Korean)를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.

PAALALA: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may makukuha kang mga libreng serbisyo ng tulong sa wika. Pakitawagan ang toll-free na numero ng telepono na nasa iyong identification card.

ВНИМАНИЕ: бесплатные услуги перевода доступны для людей, чей родной язык является **русском (Russian)**. Позвоните по бесплатному номеру телефона, указанному на вашей

Here's an overview of your CVS Caremark benefits.

Kettering Pre 65 Retiree HDHP 1/1/2025

Your annual deductible is \$2,000 for an individual or \$4,000 for a family. **Until this deductible amount is met, you will pay 100% for your prescriptions**. If you have any questions about your prescription plan or costs, call us at 1-888-202-1654. We can help anytime after your plan starts. For TDD assistance, please call 1-800-863-5488.

	Short-Term Medicines CVS Caremark Retail Pharmacy Network (Up to a 30-day supply)	Long-Term Medicines CVS Caremark Mail Service Pharmacy or CVS Pharmacy Locations (Up to a 90-day supply)
Generic Medicines Always ask your doctor if there's a generic option available. It could save you money.	You pay 30% after deductible for a generic medicine	You pay 30% after deductible for a generic medicine
Preferred Brand-Name Medicines If a generic is not available or appropriate, ask your doctor to prescribe from your plan's preferred drug list.	You pay 30% after deductible for a preferred brand-name medicine	You pay 30% after deductible for a preferred brand-name medicine
Non-Preferred Brand-Name Medicines Drugs that aren't on your plan's preferred list will cost more.	You pay 30% after deductible for a non-preferred brand-name medicine	You pay 30% after deductible for a non-preferred brand-name medicine
Refill Limit	None	None
Maximum Out-of-Pocket	\$3,300 per individual / \$6,850 per family (combined with medical)	
Annual Deductible	\$2,000 per individual / \$4,000 per family (combined with medical)	
Specialty Medicines	Specialty medications are required to be filled through CVS Specialty Mail Order Pharmacy or at a retail CVS/pharmacy. Please contact Customer Care toll-free at 1-888-202-1654 for questions or to get started today.	
Prior Authorization	Certain medications may require prior authorization. Please contact Customer Care toll-free at 1-888-202-1654 or visit www.caremark.com for verification of prior authorization requirements.	

Copayment, copay or coinsurance means the amount a plan member is required to pay for a prescription in accordance with a Plan which may be a deductible, a percentage of the prescription price, a fixed amount or other charge, with the balance, if any, paid by a Plan. Your feedback is important as it helps us improve our service. Please contact us with any questions or concerns at 1-888-202-1654. If you access your pharmacy benefits information through the Caremark Web site, you can find Plan Members Rights and Responsibilities at www.caremark.com.

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Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information. © 2018 CVS Caremark. All rights reserved.

Notice of Nondiscrimination

Federal civil rights laws prohibit certain health programs and activities from discriminating on the basis of race, color, national origin, age, disability, or sex. The laws apply to health programs and activities that receive funding from the Federal government, are administered by a Federal agency or are offered on a public Health Insurance Marketplace. Health plans that are subject to the laws include Medicare Part D plans, Medicaid plans, health plans offered by issuers on Health Insurance Marketplaces, and certain employee health benefit plans. If you have questions about whether these Federal civil rights laws apply to your plan, please contact your health plan at the number in your benefit plan materials.

If your health plan is subject to these Federal civil rights laws, it complies with the laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex and does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Your health plan:

- Provides appropriate aids and services, free of charge, when necessary to ensure that people with disabilities have an equal opportunity to communicate effectively with us, such as:
 - Auxiliary aids and services
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides language assistance services, free of charge, when necessary to provide meaningful access to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call Customer Care at the phone number on your benefit ID card.

If you believe these services have not been appropriately provided to you or you have been discriminated against on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail, fax, or email with your health plan's Civil Rights Coordinator.

You may also contact Customer Care and we will direct your grievance to your health plan's Civil Rights Coordinator:

Nondiscrimination Grievance Coordinator PO BOX 6590, Lee's Summit, MO 64064-6590 Phone: 1-866-526-4075 TTY: 1-800-863-5488 Fax: 1-855-245-2135 Email: nondiscrimination@cvscaremark.com

If you need additional help filing a grievance, your health plan's Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <u>https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</u> or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, DC 20201 1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.