VisionCare
HPHC INSURANCE COMPANY, INC.

YOUR VISIONCARE BENEFIT

Along with other health care benefits covered under the Plan, your coverage also includes an eyewear benefit. With this additional coverage, you are eligible for the following:

- $200 every two calendar years toward the cost of prescription eyeglass lenses and/or frames.

How to Receive Reimbursement for the VisionCare Benefit

To receive reimbursement for the VisionCare benefit after making payment, follow these simple steps:

1. Complete a VisionCare member reimbursement form. Use the form included in this brochure, or call the Member Services Department at 1-888-333-4742 to request a form. For TTY service, please call 1-800-637-8257. A representative will be happy to assist you.

2. Each Member must use a separate VisionCare member reimbursement form.

3. Attach the copy of an itemized bill to the form, showing proof of payment. Make a copy of the form for your records.

4. Mail the original form, together with the bill and proof of payment to:
   
   HPHC Claims
   P.O. Box 699183
   Quincy, MA 02269-9183

We will reimburse you for the lesser of (1) the amount of your payment for covered eyeglasses or (2) the VisionCare benefit limits stated in this brochure. Please allow four to six weeks to receive your reimbursement.

You’re Also Eligible for Eyewear Discount Programs

As a Member, you are also eligible for certain eyewear discounts. These discounts can be found online at www.harvardpilgrim.org/savings or refer to the Your Member Savings brochure for a description of these discount programs.

Where to Call With Questions

If you have any questions about your VisionCare benefit, including how to receive reimbursement or eyewear discounts, please contact the Member Services Department at 1-888-333-4742. This telephone number is also listed on your ID card. If you are deaf or hard-of-hearing, call 1-800-637-8257 for our TTY machine. A representative will be happy to assist you.
Schedule of Benefits
MEDICARE ENHANCE
HPHC INSURANCE COMPANY, INC.

Services are covered when Medically Necessary. Please see your Benefit Handbook for the details of your coverage.

INTRODUCTION

This Schedule of Benefits summarizes your coverage under Medicare Enhance (the Plan) and states the Subscriber cost sharing amounts you must pay for Covered Services. However, it is only a summary of your benefits. Please consult your Benefit Handbook and Prescription Drug Brochure (if you have the Plan’s prescription coverage) for detailed information on the benefits covered by the Plan and the terms and conditions of coverage.

Please note that the information on Medicare benefits in this document is provided for informational purposes only. HPHC Insurance Company, Inc. (HPIC) is not responsible for Medicare Benefits. Please refer to the Medicare program handbook, Medicare and You or contact the Centers for Medicare and Medicaid Services (CMS), for information on your Medicare benefits. You may call CMS for information on Medicare Parts A and B at: 1-800-MEDICARE (1-800-633-4227).

SECTION 1: SUBSCRIBER COST SHARING (WHAT YOU PAY)

Subscribers are required to share the cost of the benefits provided under the Plan. The following is a summary of the cost sharing amounts under your plan.

A Copayment is a dollar amount that is payable by the Subscriber for certain Covered Services. The Copayment is due at the time services are rendered or when billed by the Provider. Your identification card contains the Copayment amounts that apply to the Plan’s most frequently used services. Please see the tables below for a detailed list of the Copayments that apply to your Employer Group’s Plan.

*The Plan pays up to the Payment Maximum. You pay any charges above the Payment Maximum, plus any Subscriber cost sharing amounts that apply under your Plan.

MA Form No: 1431
SECTION 2: PREVENTIVE CARE SERVICES

Medicare covers a number of preventive care services at no cost to Members. The Plan will pay the Medicare Coinsurance and Deductible amounts for Medicare covered preventive care services, if any.

Medicare coverage includes a one-time “Welcome to Medicare” physical examination received within the first 12 months a beneficiary is covered by Medicare Part B. HPHC recommends that Subscribers utilize this benefit if available. After being enrolled in Medicare Part B for one year, Medicare also covers a yearly physical exam, known as a “Wellness” visit. The first yearly physical exam must take place at least 12 months after the “Welcome to Medicare” physical examination, if a beneficiary has had one.

When specific Medicare coverage criteria are met, Medicare also provides coverage for preventive services including, but not limited to: (1) Pap tests, pelvic and breast exams; (2) Mammograms; (3) Prostate cancer screenings; (4) Diabetes screenings and (5) bone mass measurements; (6) glaucoma testing; (7) medical nutrition therapy; (8) counseling to stop smoking; (9) colorectal cancer screening, including fecal occult blood tests, flexible sigmoidoscopy, colonoscopy and barium enema examinations; and (10) immunizations for flu, pneumonia and hepatitis B. Coverage for mammograms includes a baseline mammogram for women between ages 35 and 39 and an annual mammogram for women 40 years of age and older.

Please refer to Section III. D.2. of your Handbook for detailed information on additional preventive care services covered by the Plan. Please consult with your doctor and refer to the Medicare publication, *Medicare and You*, for additional information on preventive care services that may benefit you.

SECTION 3: COVERAGE OUTSIDE OF THE UNITED STATES

Your Plan provides limited coverage for Subscribers traveling outside of the United States. Please refer to Section III.D.3 of your Benefit Handbook for the details of your coverage.*

*The Plan pays up to the Payment Maximum. You pay any charges above the Payment Maximum, plus any Subscriber cost sharing amounts that apply under your Plan.
## SECTION 4: INPATIENT SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Medicare Parts A or B Pays: (if a Medicare covered service)</th>
<th>Medicare Enhance Pays: *</th>
<th>You Pay: *</th>
<th>Page**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital Care (including acute, rehabilitation and psychiatric hospitalizations) Days 1-60 in Benefit Period</td>
<td>All but Medicare Deductible amount</td>
<td>Medicare Deductible amounts</td>
<td>No Copayment</td>
<td>9</td>
</tr>
<tr>
<td>Days 61-90 in Benefit Period</td>
<td>All but Medicare Coinsurance amounts</td>
<td>Medicare Coinsurance amounts</td>
<td>No Copayment</td>
<td>9</td>
</tr>
<tr>
<td>Up to 60 Lifetime Reserve Days (if any)</td>
<td>All but Reserve Days Daily Coinsurance amounts</td>
<td>Medicare Lifetime Reserve Days Daily Coinsurance amounts</td>
<td>No Copayment</td>
<td>9</td>
</tr>
<tr>
<td>After your 60 Lifetime Reserve Days are exhausted your Plan covers unlimited days</td>
<td>Nothing</td>
<td>All charges to the extent Medically Necessary</td>
<td>No Copayment</td>
<td>9</td>
</tr>
</tbody>
</table>

*The Plan pays up to the Payment Maximum. You pay any charges above the Payment Maximum, plus any Subscriber cost sharing amounts that apply under your Plan.

** Page numbers refer to your Medicare Enhance Benefit Handbook.
<table>
<thead>
<tr>
<th>Service</th>
<th>Medicare Parts A or B Pays: (if a Medicare covered service)</th>
<th>Medicare Enhance Pays: *</th>
<th>You Pay: *</th>
<th>Page**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skilled Nursing Facility Care (SNF)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Days 1-20</td>
<td>Medicare allowable amount</td>
<td>Nothing</td>
<td>No Copayment</td>
<td>10</td>
</tr>
<tr>
<td>Days 21-100</td>
<td>Medicare allowable amount minus SNF Daily Coinsurance amounts</td>
<td>The Medicare SNF Daily Coinsurance amounts</td>
<td>No Copayment</td>
<td>10</td>
</tr>
<tr>
<td>Days 100 +</td>
<td>Nothing</td>
<td>Nothing</td>
<td>All Charges</td>
<td>10</td>
</tr>
<tr>
<td>Religious Nonmedical Health Care Institutions</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts</td>
<td>No Copayment</td>
<td>10</td>
</tr>
<tr>
<td>Physician and Other Professionals (inpatient services only)</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts</td>
<td>No Copayment</td>
<td>9</td>
</tr>
<tr>
<td>Blood Transfusions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>First 3 pints of blood per calendar year</td>
<td>Nothing</td>
<td>Medicare Blood Deductible</td>
<td>No Copayment</td>
<td>9</td>
</tr>
<tr>
<td>Beyond 3 pints per calendar year</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts</td>
<td>No Copayment</td>
<td>9</td>
</tr>
<tr>
<td>Human Organ Transplants (Including bone marrow transplants)</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts</td>
<td>No Copayment</td>
<td>9</td>
</tr>
</tbody>
</table>

*The Plan pays up to the Payment Maximum. You pay any charges above the Payment Maximum, plus any cost sharing that applies.

** Page numbers refer to your Medicare Enhance Benefit Handbook.

MA Form No: 1431
## SECTION 5: OUTPATIENT SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Medicare Parts A or B Pays: (if a Medicare covered service)</th>
<th>Medicare Enhance Pays: *</th>
<th>You Pay: *</th>
<th>Page**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Services</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts, less applicable Emergency room Copayment per visit</td>
<td>$50 Emergency Room Copayment per visit, waived if admitted to a Hospital</td>
<td>10</td>
</tr>
<tr>
<td>Physicians and other covered Professionals (including mental health and substance abuse care)</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts, less applicable Copayment per visit</td>
<td>$15 Copayment per visit (Please note: No Copayment applies to diagnostic tests, x-rays, and immunizations if billed without a professional office visit and no additional services are provided)</td>
<td>10</td>
</tr>
<tr>
<td>Routine Eye Exam</td>
<td>Nothing</td>
<td>Medicare Deductible and Coinsurance amounts</td>
<td>$15 Copayment per visit</td>
<td>10</td>
</tr>
<tr>
<td>House Calls by a physician</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts, less applicable Copayment per visit</td>
<td>$25 Copayment per visit</td>
<td>10</td>
</tr>
<tr>
<td>Administration of Allergy Injections</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts, less applicable Copayment per visit</td>
<td>$5 Copayment per visit</td>
<td>10</td>
</tr>
<tr>
<td>Medical Therapies including Outpatient Surgery</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts</td>
<td>No Copayment</td>
<td>11</td>
</tr>
<tr>
<td>Chiropractic Services</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts, less applicable Copayment per visit (if Medicare coverage is provided)</td>
<td>$15 Copayment per visit</td>
<td>10</td>
</tr>
</tbody>
</table>

*The Plan pays up to the Payment Maximum. You pay any charges above the Payment Maximum, plus any cost sharing that applies.

**Page numbers refer to your Medicare Enhance Benefit Handbook.

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<table>
<thead>
<tr>
<th>Service</th>
<th>Medicare Parts A or B Pays: (if a Medicare covered service)</th>
<th>Medicare Enhance Pays: *</th>
<th>You Pay: *</th>
<th>Page**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Podiatric Services</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts, less applicable Copayment per visit (if Medicare coverage is provided)</td>
<td>$15 Copayment per visit</td>
<td>10</td>
</tr>
<tr>
<td><strong>Note:</strong> Limited coverage provided. See your Benefit Handbook</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical and Occupational Therapy</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts, less applicable Copayment per visit</td>
<td>$15 Copayment per visit</td>
<td>12</td>
</tr>
<tr>
<td>Speech Language and Hearing Services</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts, less applicable Copayment per visit</td>
<td>$15 Copayment per visit</td>
<td>12</td>
</tr>
<tr>
<td>Dental Care and Oral Surgery Services</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts, less applicable Copayment per visit (if Medicare coverage is provided)</td>
<td>$15 Copayment per visit</td>
<td>11</td>
</tr>
<tr>
<td><strong>Note:</strong> Limited coverage provided. See your Benefit Handbook</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospice Care (including inpatient Respite Care)</td>
<td>100% of the Medicare allowable amount; and 95% of the cost of outpatient drugs and respite care (Medicare Hospice Coinsurance). Benefits are covered less the Medicare Deductible</td>
<td>Medicare Deductible and the Hospice Coinsurance amount</td>
<td>No Copayment</td>
<td>12</td>
</tr>
<tr>
<td>Diagnostic Tests and Procedures</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts</td>
<td>No Copayment (Please note: No Copayment applies to diagnostic tests, x-rays, and immunizations if billed without a professional office visit and no additional services are provided)</td>
<td>11</td>
</tr>
<tr>
<td>Ambulance</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts</td>
<td>No Copayment</td>
<td>12</td>
</tr>
</tbody>
</table>

*The Plan pays up to the Payment Maximum. You pay any charges above the Payment Maximum, plus any cost sharing that applies.*

**Page numbers refer to your Medicare Enhance Benefit Handbook.*

MA Form No: 1431
<table>
<thead>
<tr>
<th>Service</th>
<th>Medicare Parts A or B Pays: (if a Medicare covered service)</th>
<th>Medicare Enhance Pays: *</th>
<th>You Pay: *</th>
<th>Page**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Durable Medical Equipment and Prosthetic Devices</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts</td>
<td>No Copayment</td>
<td>11</td>
</tr>
<tr>
<td>Home Health Care Services</td>
<td>Medicare allowable amount</td>
<td>Nothing</td>
<td>No Copayment</td>
<td>11</td>
</tr>
<tr>
<td>Home Infusion Therapy</td>
<td>Generally None</td>
<td>All charges minus any coverage by Medicare</td>
<td>No Copayment</td>
<td>17</td>
</tr>
<tr>
<td>Note: Very limited coverage provided. See your <em>Benefit Handbook</em></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kidney Dialysis</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts</td>
<td>No Copayment</td>
<td>12</td>
</tr>
<tr>
<td>Cardiac Rehabilitation Services</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and applicable Copayment per visit</td>
<td>$15 Copayment per visit</td>
<td>10</td>
</tr>
<tr>
<td>Hearing Aids</td>
<td>Nothing</td>
<td>Up to $500 per calendar year</td>
<td>All charges in excess of $500</td>
<td>17</td>
</tr>
</tbody>
</table>

*The Plan pays up to the Payment Maximum. You pay any charges above the Payment Maximum, plus any cost sharing that applies.

** Page numbers refer to your Medicare Enhance Benefit Handbook.
The plan will cover the benefits in this section when Medicare coverage is not available:

<table>
<thead>
<tr>
<th>Service</th>
<th>Medicare Parts A or B Pays: (if a Medicare covered service)</th>
<th>Medicare Enhance Pays: *</th>
<th>You Pay: *</th>
<th>Page**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient Mental Health Care</td>
<td>Nothing</td>
<td>All charges</td>
<td>No Copayment</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>For all Mental and Emotional disorders. Note: Benefits are provided up to 60 days per calendar year</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>For Biologically-Based and Rape Related Mental and Emotional Disorders (including Substance Abuse Disorders). Note: Benefits are provided for the same number of days as the coverage provided for a physical illness.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outpatient Mental Health Care</td>
<td>Nothing</td>
<td>All charges, less applicable Copayment per visit</td>
<td>$15 Copayment per visit</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>For all Mental and Emotional disorders. Benefits are provided up to 24 visits per calendar year</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>For Biologically-Based and Rape Related Mental and Emotional Disorders (including Substance Abuse Disorders). Benefits are provided for unlimited visits</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*The Plan pays up to the Payment Maximum. You pay any charges above the Payment Maximum, plus any cost sharing that applies.

** Page numbers refer to your Medicare Enhance Benefit Handbook.
<table>
<thead>
<tr>
<th>Service</th>
<th>Medicare Parts A or B Pays: (if a Medicare covered service)</th>
<th>Medicare Enhance Pays: *</th>
<th>You Pay: *</th>
<th>Page**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partial Hospitalization for Mental Health and Substance abuse</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts</td>
<td>No Copayment</td>
<td>14</td>
</tr>
<tr>
<td>Detoxification, Psychopharmacologic, Psychological Testing, and Neuropsychological Assessment Services</td>
<td>Covered less Medicare Deductible and Coinsurance amounts</td>
<td>Medicare Deductible and Coinsurance amounts, less applicable Copayment per visit</td>
<td>$15 Copayment per visit</td>
<td>15</td>
</tr>
<tr>
<td>Scalp Hair Prosthesis (Wigs)</td>
<td>Nothing</td>
<td>Up to $350 per calendar year</td>
<td>All charges in excess of $350</td>
<td>15</td>
</tr>
<tr>
<td>Low Protein Foods</td>
<td>Nothing</td>
<td>Up to $5,000 per calendar year</td>
<td>All charges in excess of $5,000</td>
<td>15</td>
</tr>
<tr>
<td>Special Formulas for Malabsorption</td>
<td>Nothing</td>
<td>Full benefits</td>
<td>No Copayment</td>
<td>15</td>
</tr>
<tr>
<td>Hypodermic Needles and Syringes</td>
<td>Nothing</td>
<td>Full benefits, less applicable Copayment</td>
<td>If you have the Plan’s prescription drug coverage, your Copayment is listed on your ID card. If you do not have the Plan’s prescription drug coverage, then you will pay the lower of the pharmacy’s retail price or a $10 Copayment.</td>
<td>15</td>
</tr>
</tbody>
</table>

*The Plan pays up to the Payment Maximum. You pay any charges above the Payment Maximum, plus any cost sharing that applies.

** Page numbers refer to your Medicare Enhance Benefit Handbook.

MA Form No: 1431
SECTION 7: WHAT THE PLAN DOES NOT COVER

A. No benefits will be provided by the Plan for any of the following:

1. Any product or service that is not covered by Medicare unless specifically listed as a Covered Service in this Benefit Handbook, the Schedule of Benefits or the Prescription Drug Brochure (if applicable).

2. Any charges for products or services covered by a Medicare Advantage plan operated under Medicare Part C or a Prescription Drug Plan (PDP) under Medicare Part D.

3. Any product or service obtained at an unapproved hospital (or other facility) if Medicare requires that a service be provided at a hospital (or other facility) specifically approved for that service. This exclusion applies to weight loss (bariatric) surgery; liver, lung, heart and heart-lung transplants; and any other services Medicare determines must be obtained at a hospital (or other facility) that has been specifically approved for a specific service to be eligible for coverage by Medicare.

4. Any product or service that is provided to you after the date on which your enrollment in the plan has ended.

5. Any charges that exceed the Payment Maximum. (Please see the Glossary for the definition of “Payment Maximum.”)

6. Any products or services received in a hospital not certified to provide services to Medicare beneficiaries, unless (1) the hospital is outside the United States, (2) the Subscriber’s Plan includes benefits for services outside of the United States, and (3) coverage is available under that benefit.

7. Any product or service for which no charge would be made in the absence of insurance.

B. No Benefits will be provided by the Plan for any of the following unless covered by Medicare Parts A or B:

1. Any product or service that is not Medically Necessary.

2. Any product or service (1) for which you are legally entitled to treatment at government expense or (2) for which payment is required to be made by a Workers’ Compensation plan or laws of similar purpose.

3. Any charges for inpatient care over the semi-private room rate, except when a private room is Medically Necessary.

4. Any product or service received outside of the United States that is: (1) related to the provision of routine or preventive care of any kind; (2) a service that was, or could have been, scheduled before leaving the United States, even if such scheduling would have delayed travel plans; (3) a form of transportation, including transportation back to the United States, except road ambulance to the nearest hospital; or (4) a service that would not be a covered by Medicare or the Plan in the United States.

5. Any product or service that is Experimental or Unproven. (Please see the Glossary for the definition of “Experimental or Unproven.”)

6. Private duty nursing.

7. Cosmetic services or products, including, but not limited to, cosmetic surgery, except for services required to be covered under the Women’s Health and Cancer Rights Act of 1998.

8. Rest or Custodial Care.

9. Eyeglasses and contact lenses, or examinations to prescribe, fit, or change eyeglasses or contact lenses unless specifically listed as a Covered Service in your Schedule of Benefit. (Note that Medicare provides limited benefits for eye glasses or contact lenses after cataract surgery.)
10. Hearing aids unless specifically listed as a Covered Service in your Schedule of Benefits.

11. Biofeedback, massage therapy (including myotherapy), sports medicine clinics, treatment with crystals or routine foot care services such as the trimming of corns and bunions, removal of calluses, unless such care is Medically Necessary due to circulatory system disease such as diabetes.


13. Any form of hair removal or restoration, including, but not limited to, electrolysis, laser treatment, transplantation or drug therapy. (Please see Section III.C.3. for the coverage provided for wigs)

14. Dental Services, including, but not limited to, restorative, periodontal, orthodontic, endodontic, prosthodontic services (including any services related to dentures), or any Dental Services relative to the treatment of temporomandibular joint dysfunction (TMJ), except that (1) the Plan will cover the Medicare coinsurance and deductible amount for any Dental Service that has been covered by Medicare. (Please see the Glossary for the definition of “Dental Services.”)

15. Infertility services or any related services supplies or drugs, including, but not limited to, in-vitro fertilization (IVF), gamete intrafallopian transfer (GIFT), zygote intrafallopian transfer (ZIFT), intra-cytoplasmic sperm injection, donor egg procedures (including related egg and inseminated egg procurement), the preservation of eggs or sperm, voluntary sterilization or the reversal of voluntary sterilization, or any form or Surrogacy. (Please see the Glossary for the definition of “Surrogacy.”)

16. Ambulance services except as specified in this Benefit Handbook or the Schedule of Benefits. No benefits will be provided for transportation other than by ambulance.

17. Exercise equipment; or personal comfort or convenience items such as radios, telephone, television, or haircutting services.

18. Any product or service provided by (1) anyone related to you by blood, marriage or adoption, or (2) anyone who ordinarily lives with you.

19. Refractive eye surgery, including laser surgery, orthokeratology or lens implantation for correction of myopia, hyperopia and astigmatism.

20. Any products or services related to diet plans or weight loss programs, including diet foods, drinks or drugs of any kind. (However, the Plan will cover Medicare Coinsurance and Deductible amounts for professional services or surgery covered by Medicare for the treatment of obesity.)

21. Drugs or medications that can be self-administered unless (1) the Employer Group has purchased prescription drug coverage on behalf of the Subscriber and coverage for such drug or medication is provided for in the Prescription Drug Brochure, (2) the drug or medication is covered by Medicare Parts A or B; or (3) coverage for the drug or medication is mandated by Massachusetts law.

22. Educational services or testing; services for problems of school performance; sensory integrative praxis tests, vocational rehabilitation, or vocational evaluations focused on job adaptability, job placement, or therapy to restore function for a specific occupation.

23. Planned home births.

24. Gender reassignment surgery or any related drugs and procedures.

25. Devices or special equipment needed for sports or occupational purposes.

26. Charges for any products or services, including, but not limited to, professional fees, medical equipment, drugs, and Hospital or other facility charges, that are related to any care that is not a Covered Service under this Benefit Handbook.

27. Acupuncture, aromatherapy, or alternative medicine
28. Mental health services that are (1) provided to Subscribers who are confined or committed to a jail, house of correction, prison, or custodial facility of the Department of Youth Services; or (2) provided by the Department of Mental Health.

SECTION 8: IMPORTANT NOTICES

Medical Emergency: You are always covered for care you need in a medical emergency within the United States. In the event of a medical emergency, you should go to the nearest emergency facility or call 911 or the local emergency number.

Coverage will be subject to the terms, conditions, exclusions and limitation of Medicare eligible services and supplies, and is subject to change pursuant to Medicare guidelines. This brochure is not intended as an explanation of Medicare benefits. Information and guidelines as established by the Centers for Medicare and Medicaid Services (CMS) regarding Medicare, may be obtained by contacting your local Social Security office.

This Plan is only available to Subscribers enrolled through employer groups. Coverage under the Plan is effective on the first day of the month chosen by your Employer and renews year to year on your Employer’s anniversary date unless terminated in accordance with the terms of the Employer Agreement. Premiums are subject to change as set forth in the Employer Agreement between HPIC and your Employer Group as permitted by law. Please refer to your Benefit Handbook for information about your eligibility and continuation of coverage rights under this Plan.

Language Assistance Services

Español (Spanish) ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están a su disposición. Llame al 1-888-333-4742 (TTY: 711).


Kreyòl Ayisyen (French Creole) ATANSYON: Si nou palé Kreyòl Ayisyen, gen asistans pou sèvis ki disponib nan lang nou pou gratis. Rele 1-888-333-4742 (TTY: 711).

繁體中文 (Traditional Chinese) 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-333-4742（TTY：711）。


Русский (Russian) ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-333-4742 (телетайп: 711).

العربية (Arabic) إنذار: إذا كنت تتكلم اللغة العربية، خدمات المساعدة اللغوية متوفرة لك مجاناً. اتصل على 1-888-333-4742 (TTY: 711).

柬埔寨语 (Cambodian) បារាណាបាវជប៉ុន: ប្រយោគឈាងការស្នើសុំ, ប្រយោគប្រាកដប្រយោគស្នើសុំ អភិពណ៌ន។ បានឈើដ៏ពេញ 1-888-333-4742 (TTY: 711)។

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-333-4742 (ATS: 711).

Italiano (Italian) ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-333-4742 (TTY: 711).

한국어 (Korean) '알림': 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-333-4742 (TTY: 711) 번으로 전화해 주십시오.

Ελληνικά (Greek) ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, υπάρχουν στη διάθεσή σας δωρεάν υπηρεσίες γλωσσικής υποστήριξης. Καλέστε 1-888-333-4742 (TTY: 711).

Polski (Polish) UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-333-4742 (TTY: 711).

हिंदी (Hindi) ध्यान देंजिए: अगर आप हिंदी बोलते हैं तो आपके लिये भाषाकी सहायता मुफ्त में उपलब्ध है. जानकारी के लिये फोन करें. 1-888-333-4742 (TTY: 711)

ગુજરાતી (Gujarati) ધ્યાન દીજીએ: અંગર આપ ગુજરાતી બોલતા હો તો આપને માટે ભાષાકી સહાય તકને મફત ઉપલબ્ધ છે. વિવિધ માહતી માટે ફોન કરે. 1-888-333-4742 (TTY: 711)

ພາສາລາວ (Lao) ຈາивລາວ: ດີລາວ ບ່ານລາວເຊີພາສາ ສາໜ່າ, ບ່ານເຊີພາສາລາວທຳອື່ນເໝາຍ, ບ່ອຍເຊີພາສາ, ສະມາຄຫດທີ່ໃຫ້ຕໍ່ມາ. ແທນ 1-888-333-4742 (TTY: 711).
ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-333-4742 (TTY: 711).

**General Notice About Nondiscrimination and Accessibility Requirements**

Harvard Pilgrim Health Care and its affiliates as noted below (“HPHC”) comply with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. HPHC does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

HPHC:
- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, other formats)
- Provides free language services to people whose primary language is not English, such as qualified interpreters.

If you need these services, contact our Civil Rights Compliance Officer.

If you believe that HPHC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: Civil Rights Compliance Officer, 93 Worcester St, Wellesley, MA 02481, (866) 750-2074, TTY service: 711, Fax: (617) 509-3085, Email: civil_rights@harvardpilgrim.org. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights Compliance Officer is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

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