# MHN Employee Assistance Program

**Outline of Services for:** Members | **Program Type:** EAP

**Coverage Period: Beginning on or after 1/1/2015**

**This is only a summary.** If you want more detail about your coverage and costs, you can get the complete terms in the policy or plan document by calling 1-800-322-9707.

| Important Questions | Answers | Why this Matters: |
|---|---|---|
| **What is the overall deductible?** | $0 | See the chart starting on page 2 for your costs of services this plan covers. |
| **Are there other deductibles for specific services?** | No | You don't have to meet **deductibles** for specific services, but see the chart starting on page 2 for other costs for services this plan covers. |
| **Is there an out–of–pocket limit on my expenses?** | No. | There is no limit on how much you could pay during a coverage period for your share of the cost of covered services. |
| **What is not included in the out–of–pocket limit?** | This plan has no out-of-pocket limit. | Not applicable because there's no out-of-pocket limit on your expenses. |
| **Is there an overall annual limit on what the plan pays?** | No. | The chart starting on page 2 describes any limits on what the plan will pay for *specific* services, such as office visits. |
| **Does this plan use a network of providers?** | Yes. For a list of EAP providers, see www.members.mhn.com or call 1-800-322-9707. | If you use an in-network **provider**, this plan will pay all costs for covered services. |
| **Do I need a referral to see a specialist?** | No. This plan does not cover **specialists**. | Not applicable because your EAP does not cover **specialists.** |
| **Are there services this plan doesn't cover?** | Yes. | Some of the services that your EAP doesn't cover are listed on page 5. See your plan document for additional information about **excluded services**. |

- **Copayments** are fixed dollar amounts (for example, $15) you pay for covered health care, usually when you receive the service.
- **Coinsurance** is *your* share of the costs of a covered service, calculated as a percent of the **allowed amount** for the service. For example, if the plan's **allowed amount** for an overnight hospital stay is $1,000, your **coinsurance** payment of 20% would be $200. This may change if you haven't met your **deductible**.
- The amount the plan pays for covered services is based on the **allowed amount**. If an out-of-network **provider** charges more than the **allowed amount**, you may have to pay the difference. For example, if an out-of-network hospital charges $1,500 for an overnight stay and the **allowed amount** is $1,000, you may have to pay the $500 difference. (This is called **balance billing**.)
- This plan may encourage you to use **participating providers** by charging you lower **deductibles**, **copayments** and **coinsurance** amounts.

| Common Medical Event | Services You May Need | Your Cost If You Use an In-network Provider | Your Cost If You Use an Out-of-network Provider | Limitations & Exceptions |
|---|---|---|---|---|
| **If you visit a health care provider's office or clinic** | Primary care visit to treat an injury or illness | Not covered | Not covered | ——————none—————— |
| | Specialist visit | Not covered | Not covered | ——————none—————— |
| | Other practitioner office visit | Not covered | Not covered | ——————none—————— |
| | Preventive care/screening/immunization | No charge | Not covered | Your EAP only provides a limited number of sessions per issue per year. Please contact 1-800-322-9707 or contact your Human Resources Department for the number of sessions covered. |
| **If you have a test** | Diagnostic test (x-ray, blood work) | Not covered | Not covered | ——————none—————— |
| | Imaging (CT/PET scans, MRIs) | Not covered | Not covered | ——————none—————— |

| Common Medical Event | Services You May Need | Your Cost If You Use an In-network Provider | Your Cost If You Use an Out-of-network Provider | Limitations & Exceptions |
|---|---|---|---|---|
| **If you need drugs to treat your illness or condition**<br><br>More information about **prescription drug coverage** is available at www.healthnet.com | Preferred generic drugs | Not covered | Not covered | ——————none—————— |
| | Preferred brand drugs | Not covered | Not covered | |
| | Non-preferred brand and generic drugs | Not covered | Not covered | |
| | Specialty drugs | Not covered | Not covered | ——————none—————— |
| **If you have outpatient surgery** | Facility fee (e.g., ambulatory surgery center) | Not covered | Not covered | ——————none—————— |
| | Physician/surgeon fees | Not covered | Not covered | ——————none—————— |
| **If you need immediate medical attention** | Emergency room services | Not covered | Not covered | ——————none—————— |
| | Emergency medical transportation | Not covered | Not covered | ——————none—————— |
| | Urgent care | Not covered | Not covered | ——————none—————— |
| **If you have a hospital stay** | Facility fee (e.g., hospital room) | Not covered | Not covered | ——————none—————— |
| | Physician/surgeon fee | Not covered | Not covered | ——————none—————— |

| Common Medical Event | Services You May Need | Your Cost If You Use an In-network Provider | Your Cost If You Use an Out-of-network Provider | Limitations & Exceptions |
|---|---|---|---|---|
| **If you have mental health, behavioral health, or substance abuse needs** | Mental/Behavioral health outpatient services | Not covered | Not covered | ——————none—————— |
| | Mental/Behavioral health inpatient services | Not covered | Not covered | ——————none—————— |
| | Substance use disorder outpatient services | Not covered | Not covered | ——————none—————— |
| | Substance use disorder inpatient services | Not covered | Not covered | ——————none—————— |
| **If you are pregnant** | Prenatal and postnatal care | Not covered | Not covered | ——————none—————— |
| | Delivery and all inpatient services | Not covered | Not covered | ——————none—————— |
| **If you need help recovering or have other special health needs** | Home health care | Not covered | Not covered | ——————none—————— |
| | Rehabilitation services | Not covered | Not covered | ——————none—————— |
| | Habilitation services | Not covered | Not covered | ——————none—————— |
| | Skilled nursing care | Not covered | Not covered | ——————none—————— |
| | Durable medical equipment | Not covered | Not covered | ——————none—————— |
| | Hospice service | Not covered | Not covered | ——————none—————— |
| **If your child needs dental or eye care** | Eye exam | Not covered | Not covered | ——————none—————— |
| | Glasses | Not covered | Not covered | ——————none—————— |
| | Dental check-up | Not covered | Not covered | ——————none—————— |

## Excluded Services & Other Covered Services:

**Services Your Plan Does NOT Cover** (This isn't a complete list. Check your policy or plan document for other excluded services.)

- Acupuncture
- Bariatric surgery
- Chiropractic care
- Cosmetic surgery
- Dental care (child & adult)
- Glasses
- Habilitation services
- Hearing aids
- Infertility services
- Long-term care
- Non-emergency care when traveling outside the U.S
- Private-duty nursing
- Routine eye care (Adult)
- Routine foot care
- Weight loss programs

**Other Covered Services** (This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.)

## Your Rights to Continue Coverage:

If you lose coverage under this plan, then, depending upon the circumstances, Federal and State laws may provide protections that allow you to keep health coverage. Any such rights may be limited in duration and will require you to pay a **premium,** which may be significantly higher than the premium you pay while covered under the plan. Other limitations on your rights to continue coverage may also apply.

For more information on your rights to continue coverage, contact the plan at 1-800-522-0088. You may also contact your state insurance department, the U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or www.dol.gov/ebsa, or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or www.cciio.cms.gov.

## Your Grievance and Appeals Rights:

If you have a complaint or are dissatisfied with a denial of coverage for claims under your plan, you may be able to **appeal** or file a **grievance**. For questions about your rights, this notice, or assistance, you can contact: MHN's Customer Contact Center at 1-800-322-9707, submit a grievance form

through www.mhn.com, or file your complaint in writing to, MHN Appeals and Grievances, P.O. Box 10697, San Rafael, CA 94912. If you have a grievance against MHN, you can also contact the California Department of Managed Health Care, at 1-800-HMO-2219 or www.hmohelp.ca.gov. For information about group health care coverage subject to ERISA, contact the U.S. Department of Labor's Employee Benefits Security Administration at 1-866-444 (EBSA (3272) or www.dol.gov/ebsa/healthreform

## Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-800-322-9707.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-322-9707.

Chinese 1-800-322-9707.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-800-322-9707.

———————————*To see examples of how this plan might cover costs for a sample medical situation, see the next page.*———————————

## About these Coverage Examples:

These examples show how this plan might cover medical care in given situations. Use these examples to see, in general, how much financial protection a sample patient might get if they are covered under different plans.

**This is not a cost estimator.**

Don't use these examples to estimate your actual costs under this plan. The actual care you receive will be different from these examples, and the cost of that care will also be different.

See the next page for important information about these examples.

## Having a baby
(normal delivery)

- **Amount owed to providers:** $7,540
- **Plan pays:** N/A
- **Patient pays:** N/A

**Sample care costs:**

| | |
|---|---|
| Hospital charges (mother) | $2,700 |
| Routine obstetric care | $2,100 |
| Hospital charges (baby) | $900 |
| Anesthesia | $900 |
| Laboratory tests | $500 |
| Prescriptions | $200 |
| Radiology | $200 |
| Vaccines, other preventive | $40 |
| **Total** | **$7,540** |

**Patient pays:**

| | |
|---|---|
| Deductibles | N/A |
| Copays | N/A |
| Coinsurance | N/A |
| Limits or exclusions | N/A |
| **Total** | **N/A** |

## Managing type 2 diabetes
(routine maintenance of a well-controlled condition)

- **Amount owed to providers:** $5,400
- **Plan pays:** N/A
- **Patient pays:** N/A

**Sample care costs:**

| | |
|---|---|
| Prescriptions | $2,900 |
| Medical Equipment and Supplies | $1,300 |
| Office Visits and Procedures | $700 |
| Education | $300 |
| Laboratory tests | $100 |
| Vaccines, other preventive | $100 |
| **Total** | **$5,400** |

**Patient pays:**

| | |
|---|---|
| Deductibles | N/A |
| Copays | N/A |
| Coinsurance | N/A |
| Limits or exclusions | N/A |
| **Total** | **N/A** |

# Questions and answers about the Coverage Examples:

## What are some of the assumptions behind the Coverage Examples?

- Costs don't include **premiums**.
- Sample care costs are based on national averages supplied by the U.S. Department of Health and Human Services, and aren't specific to a particular geographic area or health plan.
- The patient's condition was not an excluded or preexisting condition.
- All services and treatments started and ended in the same coverage period.
- There are no other medical expenses for any member covered under this plan.
- Out-of-pocket expenses are based only on treating the condition in the example.
- The patient received all care from in-network **providers**. If the patient had received care from out-of-network **providers**, costs would have been higher.

## What does a Coverage Example show?

For each treatment situation, the Coverage Example helps you see how **deductibles**, **copayments**, and **coinsurance** can add up. It also helps you see what expenses might be left up to you to pay because the service or treatment isn't covered or payment is limited.

## Does the Coverage Example predict my own care needs?

✘ **No.** Treatments shown are just examples. The care you would receive for this condition could be different based on your doctor's advice, your age, how serious your condition is, and many other factors.

## Does the Coverage Example predict my future expenses?

✘ **No.** Coverage Examples are **not** cost estimators. You can't use the examples to estimate costs for an actual condition. They are for comparative purposes only. Your own costs will be different depending on the care you receive, the prices your **providers** charge, and the reimbursement your health plan allows.

## Can I use Coverage Examples to compare plans?

✓ **Yes.** When you look at the Summary of Benefits and Coverage for other plans, you'll find the same Coverage Examples. When you compare plans, check the "Patient Pays" box in each example. The smaller that number, the more coverage the plan provides.

## Are there other costs I should consider when comparing plans?

✓ **Yes.** An important cost is the **premium** you pay. Generally, the lower your **premium**, the more you'll pay in out-of-pocket costs, such as **copayments**, **deductibles**, and **coinsurance**. You should also consider contributions to accounts such as health savings accounts (HSAs), flexible spending arrangements (FSAs) or health reimbursement accounts (HRAs) that help you pay out-of-pocket expenses.

**Questions:** Call the number on your MHN member materials (current members) or 1-800-322-9707 or visit us at www.members.mhn.com. If you aren't clear about any of the bolded terms used in this form, see the Glossary. You can view the Glossary at http://cciio.cms.gov or call 1-800-522-0088 to request a copy.