



**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 at [www.ccok.com](http://www.ccok.com) or by calling .

Important Questions	Answers	Why this Matters:
What is the overall <u>deductible</u> ?	\$2,000 person/\$4,000 family. Doesn't apply to preventive care or pharmacy.	You must pay all the costs up to the <u>deductible</u> amount before this plan begins to pay for covered services you use. Check your policy or plan document to see when the <u>deductible</u> starts over (usually, but not always, January 1st). See the chart starting on page 2 for how much you pay for covered services after you meet the <u>deductible</u> .
Are there other <u>deductibles</u> for specific services?	No	You don't have to meet <u>deductibles</u> for specific services, but see the chart starting on page 2 for other costs for services this plan covers.
Is there an <u>out-of-pocket limit</u> on my expenses?	Yes. In-network \$6,000 person/\$12,000 family	The <u>out-of-pocket limit</u> is the most you could pay during a coverage period (usually one year) for your share of the cost of covered services. This limit helps you plan for health care expenses.
What is not included in the <u>out-of-pocket limit</u> ?	Premiums and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .
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 <i>specific</i> covered services, such as office visits.
Does this plan use a <u>network of providers</u> ?	Yes. For a list of in-network providers, see <a href="http://www.ccok.com">www.ccok.com</a> or call 1-800-777-4890.	If you use an in-network doctor or other health care <u>provider</u> , this plan will pay some or all of the costs of covered services. Be aware, your in-network doctor or hospital may use an out-of-network <u>provider</u> for some services. Plans use the term in-network, <u>preferred</u> , or participating for <u>providers</u> in their <u>network</u> . See the chart starting on page 2 for how this plan pays different kinds of <u>providers</u> .
Do I need a <u>referral</u> to see a <u>specialist</u> ?	No	You can see the <u>specialist</u> you choose without permission from this plan.
Are there services this plan doesn't cover?	Yes	Some of the services this plan doesn't cover are listed on page 5. See your policy or plan document for additional information about <u>excluded services</u> .



- **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 in-network 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 <u>provider's</u> office or clinic	Primary care visit to treat an injury or illness	\$30 / visit	Not covered	-----none-----
	Specialist visit	\$50 / visit	Not covered	-----none-----
	Other practitioner office visit	\$30 / visit	Not covered	Deductible application and co-payment may vary based on provider type and/or place of service.
	Preventive care/ screening/ immunization	No charge	Not covered	Not subject to the deductible.
If you have a test	Diagnostic test (x-ray, blood work)	\$25/visit for x-ray and No charge on blood work	Not covered	-----none-----
	Imaging (CT/PET scans, MRIs)	\$200 / visit	Not covered	Requires pre-authorization. Failure to receive pre-authorization will result in non-payment of benefits.
If you need drugs to treat your illness or condition  More information about <u>prescription drug coverage</u> is available at <a href="http://www.ccok.com">www.ccok.com</a> .	Preferred generic drugs	\$15 Preferred retail/\$20 Non-Preferred retail \$30 mail order per prescription	Not covered	Covers up to a 30 day supply for retail and a 90 day supply for mail order.

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
	Preferred brand drugs	\$60 Preferred retail/\$70 Non-Preferred retail \$120 mail order per prescription	Not covered	Covers up to a 30 day supply for retail and a 90 day supply for mail order. The difference between brand and generic pricing is not covered.
	Non-preferred brand or generic drugs	\$95 Preferred retail/\$115 Non-Preferred retail \$190 mail order per prescription	Not covered	Covers up to a 30 day supply for retail and a 90 day supply for mail order. The difference between brand and generic pricing is not covered.
	Specialty drugs	\$160 Preferred retail/\$200 Non-Preferred retail \$160 mail order per prescription	Not covered	Covers up to a 30 day supply for retail and mail order. The difference between brand and generic pricing is not covered.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	\$100 / visit	Not covered	Requires pre-authorization. Failure to receive pre-authorization will result in non-payment of benefits.
	Physician/surgeon fee	No charge	Not covered	Requires pre-authorization. Failure to receive pre-authorization will result in non-payment of benefits.
If you need immediate medical attention	Emergency room services	\$150 / visit	\$150 / visit	Co-payment is waived if admitted to the hospital.
	Emergency medical transportation	\$50.00 / transport	\$50.00 / transport	-----none-----
	Urgent care	\$50 / visit	Not covered	Not subject to the deductible.
If you have a hospital stay	Facility fee (e.g, hospital room)	\$200/day not to exceed 1,000.00	Not covered	Requires pre-authorization. Failure to receive pre-authorization will result in non-payment of benefits.

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
	Physician/surgeon fee	No charge	Not covered	Requires pre-authorization. Failure to receive pre-authorization will result in non-payment of benefits.
If you have mental health, behavioral health, or substance abuse needs	Mental/Behavioral health outpatient services	\$30 / visit	Not covered	-----none-----
	Mental/Behavioral health inpatient services	\$200/day not to exceed \$1,000.00	Not covered	Requires pre-authorization. Failure to receive pre-authorization will result in non-payment of benefits.
	Substance use disorder outpatient services	\$30.00 / visit	Not covered	-----none-----
	Substance use disorder inpatient services	\$200.00/day not to exceed \$1,000.00	Not covered	Requires pre-authorization. Failure to receive pre-authorization will result in non-payment of benefits.
If you are pregnant	Prenatal and postnatal care	No charge	Not covered	Not subject to the deductible.
	Delivery and all inpatient services	\$200/day not to exceed \$1,000.00	Not covered	-----none-----
If you need help recovering or have other special health needs	Home health care	20% co-insurance	Not covered	Requires pre-authorization. Failure to receive pre-authorization will result in non-payment of benefits.
	Rehabilitation services	Inpatient - \$100/day. Outpatient - \$50/visit.	Not covered	Up to 60 treatment days per disability, per calendar year. Combination of physical, occupational, and speech therapy. Requires pre-authorization. Failure to receive pre-authorization will result in non-payment of benefits.
	Habilitation services	Not covered	Not covered	Not covered
	Skilled nursing care	\$25 / day	Not covered	Up to 60 treatment days per disability, per calendar year. Requires pre-authorization. Failure to receive pre-authorization will result in non-payment of benefits.

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
	Durable medical equipment	20% co-insurance	Not covered	Out-of-pocket limits do not apply. Requires pre-authorization. Failure to receive pre-authorization will result in non-payment of benefits.
	Hospice service	No charge	Not covered	Requires pre-authorization. Failure to receive pre-authorization will result in non-payment of benefits. Not subject to the deductible.
If your child needs dental or eye care	Eye Exam	No charge	Not covered	Limited to one exam in 365 days. Not subject to the deductible.
	Glasses	Not covered	Not covered	Not covered
	Dental check-up	Not covered	Not covered	Not covered

**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.)

- |                       |                         |                                                      |
|-----------------------|-------------------------|------------------------------------------------------|
| • Bariatric surgery   | • Children's glasses    | • Non-emergency care when traveling outside the U.S. |
| • Cosmetic surgery    | • Habilitation services | • Private-duty nursing                               |
| • Dental care (Adult) | • Infertility treatment | • Routine foot care                                  |
| • Dental care (Child) | • Long-term 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.)

- |                     |                                                                                       |                            |
|---------------------|---------------------------------------------------------------------------------------|----------------------------|
| • Acupuncture       | • Hearing aids (Limited to one for each hearing impaired ear in any 48 month period.) | • Routine eye care (Adult) |
| • Chiropractic Care |                                                                                       |                            |

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## Your Rights to Continue Coverage:

If you lose coverage under the 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 . 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](http://www.dol.gov/ebsa) the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or [www.cciio.cms.gov](http://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: CommunityCare at . You may also contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform), or the Oklahoma Insurance Department at 1-800-522-0071.

## Does this Coverage Provide Minimum Essential Coverage?

The Affordable Care Act requires most people to have health care coverage that qualifies as "minimum essential coverage". This plan or policy does provide minimum essential coverage.

## Does this Coverage Provide Minimum Value Standard?

The Affordable Care Act establishes a minimum value standard of benefits of a health plan. The minimum value standard is 60% (actuarial value). This health coverage does meet the minimum value standard for the benefits it provides.

## Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al .

-----*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: \$4,990
- Patient Pays: \$2,550

#### 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
<b>Total</b>	<b>\$7,540</b>

#### Patient pays:

Deductibles	\$2,000
Copays	\$400
Coinsurance	\$0
Limits or exclusions	\$150
<b>Total</b>	<b>\$2,550</b>

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

- Amount owed to providers: \$5,400
- Plan Pays: \$3,510
- Patient Pays: \$1,890

#### 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
<b>Total</b>	<b>\$5,400</b>

#### Patient pays:

Deductibles	\$1,300
Copays	\$590
Coinsurance	\$0
Limits or exclusions	\$0
<b>Total</b>	<b>\$1,890</b>



## 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.

## Multi-Language Interpreter Services – Taglines for Notices

Language	Translated Taglines
Spanish	Este Aviso contiene información importante. Este aviso contiene información importante acerca de su solicitud o cobertura a través de CommunityCare. Preste atención a las fechas clave que contiene este aviso. Es posible que deba tomar alguna medida antes de determinadas fechas para mantener su cobertura médica o ayuda con los costos. Usted tiene derecho a recibir esta información y ayuda en su idioma sin costo alguno. Llame al 1-800-777-4890.
Vietnamese	Thông báo này cung cấp thông tin quan trọng. Thông báo này có thông tin quan trọng bản về đơn nộp hoặc hợp đồng bảo hiểm qua chương trình CommunityCare. Xin xem ngày then chốt trong thông báo này. Quý vị có thể phải thực hiện theo thông báo đúng trong thời hạn để duy trì bảo hiểm sức khỏe hoặc được trợ giúp thêm về chi phí. Quý vị có quyền được biết thông tin này và được trợ giúp bằng ngôn ngữ của mình miễn phí. Xin gọi số 1-800-777-4890.
Chinese	本通知有重要的訊息。本通知有關於您透過[插入 SBM 項目的名稱 CommunityCare 提交的申請或 保險的重要訊息。請留意本通知內的重要日期。您可能需要在截止日期之前採取行動，以保留您的健康保險 或者費用補貼。您有權利免費以您的母語得到本訊息和幫助。請撥電話 [在此插入數字1-800-777-4890]
Korean	본 통지서에는 중요한 정보가 들어 있습니다. 즉 이 통지서는 귀하의 신청에 관하여 그리고 CommunityCare 을 통한 커버리지 에 관한 정보를 포함하고 있습니다. 본 통지서에서 핵심이 되는 날짜들을 찾으십시오. 귀하는 귀하의 건강 커버리지를 계속 유지하거나 비용을 절감하기 위해서 일정한 마감일까지 조치를 취해야 할 필요가 있을 수 있습니다. 귀하는 이러한 정보와 도움을 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 1-800-777-4890로 전화하십시오.
German	Diese Benachrichtigung enthält wichtige Informationen. Diese Benachrichtigung enthält wichtige Informationen bezüglich Ihres Antrags auf Krankenversicherungsschutz durch CommunityCare. Suchen Sie nach wichtigen Terminen in dieser Benachrichtigung. Sie könnten bis zu bestimmten Stichtagen handeln müssen, um Ihren Krankenversicherungsschutz oder Hilfe mit den Kosten zu behalten. Sie haben das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Rufen Sie an unter 1-800-777-4890.
Arabic	يحتوي هذا الإشعار معلومات هامة. يحتوي هذا الإشعار معلومات مهمة بخصوص طلبك للحصول على التغطية من خلال CommunityCare. بحث عن التواريخ الهامة في هذا الإشعار. قد تحتاج لاتخاذ اجراء في تواريخ معينة للحفاظ على تغطيتك الصحية او للمساعدة في دفع التكاليف. لك الحق في الحصول على المعلومات والمساعدة بلغتك من دون أي تكلفة. اتصل بـ 1-800-777-4890
Burmese	ဤစာ၌ အရေးအကီးသော အချက်အလက် ပါဝင်ပါသည်။ ဤစာ၌ သင့်၏လောကီအကျိုးအမြတ် CommunityCare ၏သတိပေးချက်သို့မဟုတ် သင့်၏အခွင့်အလမ်းအကြောင်း ပါဝင်ပါသည်။ အဓိကရက်ကြီးကို ဤစာ၌ရှာဖွေပါ။ သတိပေးချက်သော စာတမ်းများကို မတိုင်း ကန့်သတ်ချက်များဖြင့် သင့်၏မဟုတ် စရိတ်ခံစားခြင်း အန္တရာယ်ရှိနေစေရန် ဆောင်ရွက်ရာရှိသည့်အားကို ဆောင်ရွက်ပါ။ ဤကိစ္စသို့မဟုတ် ဖွဲ့စည်းသောအချက်အလက်များရှိရန် ကန့်သတ်ချက်များကို မိမိဘာသာစကားဖြင့် အကူအညီရယူပါ။ 1-800-777-4890။



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CommunityCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CommunityCare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

CommunityCare:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Mary Alice Brosseau. If you believe that CommunityCare 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:

Mary Alice Brosseau, Senior Manager Quality  
Improvement/Compliance  
P.O. Box 3249 Tulsa, Oklahoma 74101  
(918) 594 5303 (phone)  
(918) 879 4048 (fax)  
[G&A@ccok.com](mailto:G&A@ccok.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Mary Alice Brosseau, Senior Manager Quality Improvement/Compliance, 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 1 800 368 1019, 800 537 7697 (TDD).

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