

# BENEFIT PLAN

Prepared for  
The City of Hope

DMO - California

What Your Plan  
Covers and How  
Benefits are Paid

Aetna Dental of California Inc.  
Evidence of coverage

This Evidence of coverage is part of the Group Agreement between **Aetna Dental of California Inc.** and the Contract holder



## Evidence of coverage

(Combined Evidence of coverage and Disclosure form)

### Managed dental plan

#### Prepared for:

Contract holder:	The City of Hope
Contract holder number:	GP-0806041
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Underwritten by Aetna Dental of California Inc.



# Welcome

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Thank you for choosing **Aetna**<sup>®</sup>.

This is your evidence of coverage, or “EOC” for short. It is one of three documents that together describe the benefits covered by your **Aetna** plan.

This EOC will tell you about your **covered benefits** – what they are and how you get them. If you become covered, this EOC becomes your evidence of coverage under the **group agreement**, and it replaces all EOC’s describing similar coverage that we sent to you before. The second document is the schedule of benefits. It tells you how we share expenses for **eligible dental services** and tells you about limits – like when your plan covers only a certain number of visits.

The third document is the **group agreement** between **Aetna Dental of California Inc.** (“**Aetna**”) and your contract holder. Ask your contract holder if you have any questions about the **group agreement**. You can get a copy of the **group agreement** upon request.

**This combined EOC and schedule of benefits constitutes only a summary of the health plan. The health plan group agreement must be consulted to determine the exact terms and conditions of coverage.**

Sometimes, we may send you documents that are amendments, endorsements, attachments, inserts or riders. They change or add to the documents that they’re part of. When you receive these, they are considered part of your **Aetna** plan for coverage.

Where to next? Flip through the table of contents or try the *Let’s get started!* section right after it. The *Let’s get started!* section gives you a thumbnail sketch of how your plan works. The more you understand, the more you can get out of your plan.

Welcome to your **Aetna** plan. Your plan does not discriminate on the basis of ancestry, religion, marital status, gender, gender identity, or sexual orientation.

# Table of Contents

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	<b>Page</b>
Welcome	
Let's get started!	4
Who the plan covers	8
Medical necessity and referral requirements	11
What are your eligible dental services?	12
What rules and limits apply to dental care?	14
What your plan doesn't cover - exclusions	17
Who provides the care	20
What the plan pays and what you pay	22
When you disagree – claim decisions, grievances, and appeal procedures	24
Coordination of benefits (COB)	27
When coverage ends	30
Special coverage options after your plan coverage ends	33
General provisions – other things you should know	35
Glossary	38
Discount programs	43
Schedule of benefits	Issued with your EOC

## Let's get started!

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Here are some basics. First things first – some notes on how we use words. Then we explain how your plan works so you can get the most out of your coverage. But for all the details – and this is very important – you need to read this entire EOC and the schedule of benefits. And if you need help or more information, we tell you how to reach us.

### Some notes on how we use words in the EOC and schedule of benefits

- When we say “you” and “your”, we mean you and any covered dependents
- When we say “us”, “we”, and “our”, we mean **Aetna**
- Some words appear in **bold** type and we define them in the *Glossary* section

Sometimes we use technical dental language that is familiar to **dental providers**.

### What your plan does – providing covered benefits

Your plan provides **covered benefits**. These are **eligible dental services** for which your plan has the obligation to pay.

### How your plan works – starting and stopping coverage

Your coverage under the plan has a start and an end. You start coverage after the eligibility and enrollment process is completed. To learn more see the *Who the plan covers* section.

You can lose coverage for many reasons. To learn more see the *When coverage ends* section.

Ending coverage under the plan doesn't necessarily mean you lose coverage with us. See the *Special coverage options after your plan coverage ends* section.

### How your plan works while you are covered in-network

Your in-network coverage helps you:

- Get and pay for **eligible dental services**
- Pay less when you use **in-network providers**

#### **Important note:**

See the schedule of benefits for any **copayments, coinsurance**, and maximum age or visit limits that may apply.

### Eligible dental services

**Eligible dental services** meet these requirements:

- They are listed in the *Eligible dental services* section in the schedule of benefits.
- They are not carved out in these sections:
  - *What are your eligible dental services?*
  - *What rules and limits apply to dental care?*
  - *What your plan doesn't cover – exclusions*. We refer to this section as “Exclusions”.
- They are not beyond any limits in the *What rules and limits apply to dental care?* section and the schedule of benefits.

## Aetna's network of dental providers

### Facilities

**Aetna's network of dental providers** is there to give you the care you need. You can find **in-network providers** and see important information about them most easily on our online **provider directory**. Just log onto our self-service website at [www.aetna.com](http://www.aetna.com).

**In-network providers not reasonably available** – You can get **eligible dental services** under your plan that are provided by an **out-of-network provider** if an appropriate **in-network provider** is not reasonably available. Your **Primary care dentist (PCD)** must request access to the **out-of-network provider** in advance and we must agree.

For more information about the **provider directory**, **PCDs** and other **in-network providers**, see the *Who provides the care* section.

### Paying for eligible dental services– the general requirements

There are several general requirements for the plan to pay any part of the expense for an **eligible dental service**. They are:

- The **eligible dental service** is **medically necessary**
- You get your care from:
  - Your **PCD**
  - A **specialty dentist** after you get a **referral** from your **PCD**

You will find details on **medical necessity** and **referral** requirements in the *Medical necessity and referral requirements* section. You will find the requirement to use an **in-network provider** and any exceptions in the *Who provides the care* section.

### Paying for eligible dental services– sharing the expense

Generally your plan and you will share the expense of your **eligible dental services** when you meet the general requirements for paying.

But sometimes your plan will pay the entire expense; and sometimes you will. For more information see the *What the plan pays and what you pay* section and see the schedule of benefits.

### Keeping a dental provider you go to now (continuity of care)

You may have to find a new **dental provider** when:

- You join the plan and the **dental provider** you have now is not in the network
- You are already in an **Aetna** plan and your **dental provider** stops being in our network

However, in some cases, you may be able to keep going to your current **dental provider** to complete a treatment or to have treatment that was already scheduled. This is called continuity of care.

Care will continue during a transitional period that will vary based on your condition.

<b>If you have this condition</b>	<b>The length of transitional period is</b>
Acute condition (appears suddenly requiring immediate care and does not last long)	As long as the condition lasts
Serious chronic condition (continues or worsens over time and requires ongoing treatment)	No more than 12 months
Care of child under 3 years	Up to 12 months
An already scheduled <b>surgery</b> or other procedure	Within 180 days of you joining the Aetna plan or your <b>provider</b> leaving the network

If this situation applies to you, contact us for details. If we approve your request to keep going to your current **dental provider**, we will tell you how long you can continue to see the **dental provider**.

We will authorize coverage only if the **dental provider** agrees to our usual terms and conditions for contracting **dental providers**.

## How to contact us for help

We are here to answer your questions. Contact us by registering and logging onto our self-service website available 24/7 that requires registration and logon at [www.aetna.com](http://www.aetna.com).

In our website you can get reliable dental information, tools and resources. Online tools will make it easier for you to:

- Make informed decisions about your dental care
- View claims
- Research care and treatment options
- Access information on health and wellness

You can also contact us by:

- Calling **Aetna** at 1-877-238-6200
- Writing us at **Aetna Dental of California Inc.**, PO Box 14094, Lexington, KY 40512

You can request a confidential communication to keep your information private. We will accommodate your request in the form and format requested by you within:

- seven days if you request this at [www.aetna.com](http://www.aetna.com), by telephone or by electronic transmission
- fourteen days if you make the request by mail

Your request will remain valid until you withdraw it or make a new request.

## Your ID card

You don't need to show an ID card. When visiting a **dentist**, just provide your:

- Name
- Date of birth
- ID card number or social security number

The dental office can use that information to verify your eligibility and benefits. Your ID card number is located on your digital ID card which you can view or print by going to our self-service website. If you don't have internet access, call us. You can also access your ID card when you're on the go. To learn more, visit us at [www.aetna.com](http://www.aetna.com).

## **Timely access to care**

**Network providers** have standards for timely access to care and reasonable appointment wait times. These include:

- Urgent care within 72 hours of the request
- Non-urgent care within 36 business days of the request
- Preventive care within 40 business days of the request

**In-network providers** may have exceptions to appointment wait times when the Department of Managed Health Care allows such exceptions. Interpreter services will be made available to you at the time of your appointment.

You can contact us when you have a complaint or you cannot access dental care in a timely manner. Contact us by calling the number on your ID card or write to us at:

Customer Service

Aetna Dental of California, Inc.

PO Box 24030, Fresno, CA 93779

You can also contact the California Department of Managed Health Care with your concerns at:

California Department of Managed Health Care

980 9<sup>th</sup> Street, Suite 500, Sacramento, CA 95814-2725

1-888-466-2219, Fax: 916-255-5241, or TDD: 1-877-688-9891



## Who the plan covers

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You will find information in this section about:

- Who is eligible
- When you can join the plan
- Who can be on your plan (who can be your dependent)
- Adding new dependents
- Special times you and your dependents can join the plan

### Who is eligible

#### Renewal provisions

The contract holder decides and tells us who is eligible for dental care coverage.

### When you can join the plan

As an employee you can enroll yourself and your dependents if you live, work or reside in the **service area**:

- Once each **Calendar Year** during the annual enrollment period
- At other special times during the year (see the *Special times you and your dependents can join the plan* section below)

If you do not enroll yourself and your dependents when you first qualify for dental benefits, you may have to wait until the next annual enrollment period to join.

### Who can be on your plan (who can be your dependent)

You can enroll the following family members on your plan. (They are referred to in this EOC as your “dependents”.)

- Your legal spouse
- Your civil union partner who meets any requirements under state law
- Your domestic partner who meets any requirements under state law
- Your dependent children – yours or your spouse’s or partner’s
  - Dependent children must be:
    - Under age 26
  - Dependent children include:
    - Natural children
    - Stepchildren
    - Adopted children including those placed with you for adoption
    - Foster children
    - Children you are responsible for under a qualified medical support order or court-order
    - Grandchildren in your legal custody

You may continue coverage for a disabled child past the age limit shown above. See the *Continuation of coverage for other reasons* in the *Special coverage options after your plan coverage ends* section for more information.

## Adding new dependents

You can add the following new dependents any time during the year:

- A spouse – If you marry, you can put your spouse on your plan.
  - We must receive your completed enrollment information not more than 31 days after the date of your marriage.
  - Ask the contract holder when benefits for your spouse will begin. It will be:
    - No later than the first day of the first calendar month after the date we receive your completed enrollment information
- A civil union partner - If you enter a civil union, you can put your civil union partner on your plan.
  - We must receive your completed enrollment information not more than 31 days after the date of your civil union.
  - Ask the contract holder when benefits for your civil union partner will begin. It will be:
    - No later than the first day of the first calendar month after the date we receive your completed enrollment information
    - Within 31 days of the date of your civil union.
- A domestic partner - If you enter a domestic partnership, you can enroll your domestic partner on your dental plan.
  - We must receive your completed enrollment information not more than 31 days after the date you file a Declaration of Domestic Partnership.
  - Ask the contract holder when benefits for your domestic partner will begin. It will be:
    - No later than the first day of the first calendar month after the date we receive your completed enrollment information
    - Within 31 days of the date your Declaration of Domestic Partnership is registered.
- A newborn child – Your newborn child is covered on your dental plan for the first 31 days after birth.
  - To keep your newborn covered, we must receive your completed enrollment information within 31 days of birth.
  - You must still enroll the child within 31 days of birth even when coverage does not require payment of an additional **premium** contribution for the covered dependent.
  - If you miss this deadline, your newborn will not have dental benefits after the first 31 days.
- An adopted child – A child that you, or that you and your spouse, civil union partner or domestic partner adopts is covered on your plan for the first 31 days after the adoption is complete.
  - To keep your adopted child covered, we must receive your completed enrollment information within 31 days after the adoption.
  - If you miss this deadline, your adopted child will not have dental benefits after the first 31 days.
- A stepchild – You may put a child of your spouse, civil union partner or domestic partner on your plan.
  - You must complete your enrollment information and send it to us within 31 days after the date of your marriage, civil union partnership or your Declaration of Domestic Partnership with your stepchild's parent.
  - Ask the contract holder when benefits for your stepchild will begin. It is either on the date of your marriage, the date of your civil union partnership or the date your Declaration of Domestic Partnership is filed or the first day of the month following the date we receive your completed enrollment information.

## **Inform us of any changes**

It is important that you inform us of any changes that might affect your benefit status. This will help us effectively deliver your benefits. Please contact us as soon as possible with changes such as:

- Change of address or phone number
- Change in marital status
- Change of covered dependent status
- A covered dependent who enrolls in any other dental plan

## **Late entrant rule**

The plan does not cover services and supplies given to a person age 5 or older if that person did not enroll in the plan during one of the following:

- The first 31 days the person is eligible for this coverage
- Any period of open enrollment agreed to by the contract holder and us

This does not apply to charges incurred for any of the following:

- After the person has been covered by the plan for 12 months
- As a result of **injuries** sustained while covered by the plan
- Diagnostic and preventive services such as exams, cleanings, fluoride, and images (orthodontia related services are not included)

## **Special times you and your dependents can join the plan**

You can enroll in these situations:

- When you did not enroll in this plan before because:
  - You were covered by another group dental plan, and now that other coverage has ended
  - You had COBRA, and now that coverage has ended
- You have added a dependent because of marriage, birth, adoption, placement for adoption or foster care. See the *Adding new dependents* section for more information
- When a court orders that you cover a current spouse, civil union partner, domestic partner, or a minor child on your dental plan.

We must receive your completed enrollment information from you within 31 days of that date on which you no longer have the other coverage mentioned above.

## **Effective date of coverage**

Your coverage will be in effect as of the date you become eligible for dental benefits.

## Medical necessity and referral requirements

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The starting point for **covered benefits** under your plan is whether the services and supplies are **eligible dental services** and **medically necessary**. See the *Eligible dental services* and *Exclusions* sections plus the schedule of benefits.

This section addresses the **medical necessity** requirements.

### Medically necessary/medical necessity

As we said in the *Let's get started!* section, **medical necessity** is a requirement for you to receive a **covered benefit** under this plan.

The **medical necessity** requirements are in the *Glossary* section, where we define "**medically necessary, medical necessity**".

### Referrals

You need a **referral** from your **PCD** in order to receive coverage for any services a **specialty dentist** provides. If you do not have a **referral** when required, we won't pay the **provider**. You will have to pay for services if your **PCD** fails to send the **referral** to us. Refer to the *What the plan pays and what you pay* section.

## What are your eligible dental services?

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The information in this section is the first step to understanding your plan's **eligible dental services**. If you have questions about this section, see the *How to contact us for help* section.

Your plan covers many kinds of dental care services and supplies. But some are not covered at all or are covered only up to a limit.

You can find out about exceptions and exclusions in the:

- *Dental provider services* benefit below
- *What rules and limits apply to dental care?* section
- *Exclusions* section

### Your dental plan

Your dental plan includes **in-network providers**. This means that it is a network plan. We explain how this plan works in the *Let's get started!* section.

### Schedule of benefits

**Eligible dental services** include dental services and supplies provided by **dental providers**. Your schedule of benefits includes a detailed list of **eligible dental services** under your dental plan (including any maximums and limits that apply to them).

### Dental provider services

You can get **eligible dental services**:

- At the **dental provider's** office
- By way of **teledentistry**

#### **Important note:**

**Eligible dental services** for **teledentistry** are paid the same as the **eligible dental service** that you get in person. See your schedule of benefits for details.

The following are not **eligible dental services** under your plan except as described in the *What rules and limits apply to dental care?* section of this EOC, the schedule of benefits, or a rider or amendment issued to you for use with this EOC:

- Acupuncture, acupressure and acupuncture therapy.
- Crown, inlays and onlays, and veneers unless for one of the following:
  - It is treatment for decay or traumatic **injury** and teeth cannot be restored with a filling material
  - The tooth is an abutment to a covered partial denture or fixed bridge.
- Dental implants, false teeth, prosthetic restoration of dental implants, plates, dentures, braces, mouth guards, and other devices to protect, replace or reposition teeth and removal of implants.
- Dental services and supplies made with high noble metals (gold or titanium) except as covered in the schedule of benefits.
- Dentures, crowns, inlays, onlays, bridges, or other prosthetic appliances or services used for the purpose of splinting, to alter vertical dimension, to restore occlusion, or correcting attrition, abrasion, or erosion.
- Instruction for diet, tobacco counseling and oral hygiene.
- Mail order and at-home kits for **orthodontic treatment**.
- **Orthodontic treatment** except as covered in the schedule of benefits.
- Prefabricated porcelain/ceramic crown – permanent tooth

- Services and supplies provided by an **out-of-network provider** except for **dental emergency services** or **eligible dental services** from an **out-of-network provider** if an appropriate **in-network provider** is not reasonably available. See the *Aetna's network of dental providers* section for details.
- Services and supplies provided in connection with treatment or care that is not covered under the plan.
- Replacement of a device or appliance that is lost, missing or stolen, and for the replacement of appliances that have been damaged due to abuse, misuse or neglect and for an extra set of dentures.
- Replacement of teeth beyond the normal complement of 32.
- Services and supplies provided where there is no evidence of pathology, dysfunction or disease, other than covered preventive services.
- Space maintainers except when needed to preserve space resulting from the premature loss of deciduous teeth.
- Surgical removal of impacted wisdom teeth when removed only for orthodontic reasons.
- **Temporomandibular joint dysfunction/disorder (TMJ).**

**Important note:**

An **in-network provider** may charge you their **usual fee** for services you choose to receive that are not **covered** under this plan. The **dentist** should provide you a treatment plan that include each anticipated service to be provided and the estimated cost of each service prior to providing you with dental services that are not covered.

## Dental emergency services

**Eligible dental services** include **dental emergency services** provided for a **dental emergency**. The care provided must be a **covered benefit**.

If you have a **dental emergency** or need urgent care, you should consider calling your **PCD** who may be more familiar with your dental needs. However, you can get treatment from any **dentist** including one that is an **out-of-network provider**. If you need help in finding a **dentist**, call us.

If you get treatment from an **out-of-network provider** for a **dental emergency**, the plan pays a benefit at the in-network cost-sharing level of coverage up to the **dental emergency services maximum**.

For follow-up care to treat the **dental emergency**, you must use your **PCD** so that you can get the maximum level of benefits.

## What rules and limits apply to dental care?

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Several rules apply to the dental benefits. Following these rules will help you use your plan to your advantage by avoiding expenses that are not covered by your plan.

### Alternate treatment rule

Sometimes there are several ways to treat a dental problem, all of which provide acceptable results.

If a charge is made for a non-eligible dental service but an **eligible dental service** would have provided acceptable results, then your plan will pay a benefit for the **eligible dental service**.

If a charge is made for an **eligible dental service** but a different **eligible dental service** would have provided acceptable results and is less expensive, then your plan will pay a benefit based upon the least expensive **eligible dental service**.

The benefit will be based on the **in-network provider's negotiated charge** for the **eligible dental service**.

You should review the differences in the cost of alternate treatment with your **dental provider**. Of course, you and your **dental provider** can still choose the more costly treatment method. You are responsible for any charges in excess of what your plan will cover.

### Coverage for dental work begun before you are covered by the plan

Your plan does not cover dental work that began before you were covered by the plan. This means that the following dental work is not covered:

- An appliance, or modification of an appliance, if an impression for it was made before you were covered by the plan
- A crown, bridge, or cast or processed restoration, if a tooth was prepared for it before you were covered by the plan
- Root canal therapy, if the pulp chamber for it was opened before you were covered by the plan

### Orthodontic treatment rule

**Orthodontic treatment** is covered on the date active **orthodontic treatment** begins.

The following are not considered **orthodontic treatment**:

- The installation of a space maintainer
- A surgical procedure to correct malocclusion

This benefit does not cover charges for the following:

- Replacement of broken appliances
- Re-treatment of orthodontic cases
- Changes in treatment necessitated by an accident
- Maxillofacial surgery
- Myofunctional therapy
- Treatment of cleft palate
- Treatment of micrognathia
- Treatment of macroglossia
- Lingually placed direct bonded appliances and arch wires (i.e. "invisible braces")

Comprehensive **orthodontic treatment** is limited to a:

- **Lifetime maximum** of 24 months of active; usual and customary **orthodontic treatment** on permanent dentition; plus an extra 24 months of post-treatment retention.
- **Lifetime maximum** of one full course of active, usual and customary **orthodontic treatment**, plus post-treatment retention.

### **Orthodontic limitation for late enrollees**

The plan will not cover the charges for an orthodontic procedure for which an active appliance for that procedure has been installed within the 2 year period starting with the date you became covered by the plan. This limit applies only if you do not become enrolled in the plan within 31 days after you first become eligible.

### **Reimbursement policies**

We reserve the right to apply our reimbursement policies to all services including involuntary services. Those policies may affect the **negotiated charge**. These policies consider:

- The duration and complexity of a service
- When multiple procedures are billed at the same time, whether additional overhead is required
- Whether an assistant surgeon is necessary for the service
- If follow up care is included
- Whether other characteristics modify or make a particular service unique
- When a charge includes more than one claim line, whether any services described by a claim line are part of, or incidental to, the primary service provided
- The educational level, licensure or length of training of the **provider**

**Aetna** reimbursement policies are based on our review of:

- Generally accepted standards of dental practice
- The views of **providers** and **dentists** practicing in the relevant clinical areas

### **Replacement rule**

Some **eligible dental services** are subject to your plan's replacement rule. The replacement rule applies to replacements of, or additions to existing:

- Crowns
- Inlays
- Onlays
- Veneers
- Complete dentures
- Removable partial dentures
- Fixed partial dentures (bridges)
- Other prosthetic services



These **eligible dental services** are covered only when you give us proof that:

- While you were covered by the plan:
  - You had a tooth (or teeth) extracted after the existing denture, bridge, or other prosthetic item was installed.
  - As a result, you need to replace or add teeth to your denture, bridge or other prosthetic item and:
    - The tooth that was removed was not an abutment to a removable or fixed partial denture, bridge or other prosthetic item installed during the prior 12 months.
    - Your present denture is an immediate temporary one that replaces that tooth (or teeth). A permanent denture is needed and the temporary denture cannot be used as a permanent denture. Replacement must occur within 12 months from the date that the temporary denture was installed.
- The present item cannot be made serviceable and is:
  - A crown installed at least 5 years before its replacement.
  - An inlay, onlay, veneer, complete denture, removable partial denture, fixed partial denture (bridge), or other prosthetic item installed at least 5 years before its replacement.

## What your plan doesn't cover – exclusions

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We already told you about the many dental care services and supplies that are eligible for coverage under your plan in the *What are your eligible dental services?* section. In that section we also told you that some dental care services and supplies have exceptions and some are not covered at all (exclusions).

In this section we tell you about the exclusions that apply to your plan.

And just a reminder, you'll find benefit and coverage limitations in the schedule of benefits.

### Exclusions

The following are not **eligible dental services** under your plan except as described in:

- The *What are your eligible dental services?* section
- The *What rules and limits apply to dental care?* section
- The schedule of benefits
- A rider or amendment issued to you for use with this EOC

### Charges for services or supplies

- Provided for your personal comfort or convenience, or the convenience of any other person, including a **dental provider**
- Provided in connection with treatment or care that is not covered under the plan
- Cancelled or missed appointment charges or charges to complete claim forms
- Charges for which you have no legal obligation to pay
- Charges that would not be made if you did not have coverage, including:
  - Care in charitable institutions
  - Care for conditions related to current or previous military service
  - Care while in the custody of a governmental authority

### Charges in excess of any benefit limits

- Any charges in excess of the benefit, dollar, visit, or frequency limits stated in the schedule of benefits.

**Cosmetic services and plastic surgery** (except to the extent coverage is specifically provided in the schedule of benefits)

- **Cosmetic** services and supplies including:
  - Plastic surgery
  - Reconstructive surgery
  - **Cosmetic** surgery
  - Personalization or characterization of dentures or other services and supplies which improve, alter or enhance appearance
  - Augmentation and vestibuloplasty and other services to protect, clean, whiten, bleach or alter the appearance of teeth; whether or not for psychological or emotional reasons.

Facings on molar crowns and pontics will always be considered **cosmetic**.

### **Court-ordered services and supplies**

- This includes those court ordered services and supplies, or those required as a condition of parole, probation, release or because of any legal proceeding, unless they are an **eligible dental service** under this plan.

### **Dental services and supplies**

- Those covered under any other plan of group benefits provided by the contract holder

### **Examinations**

Any dental examinations needed:

- Because a third party requires the exam. Examples include examinations to get or keep a job, or examinations required under a labor agreement or other contract
- To buy insurance or to get or keep a license
- To travel
- To go to a school, camp, or sporting event, or to join in a sport or other recreational activity

### **Experimental or investigational**

- **Experimental or investigational** drugs, devices, treatments or procedures

### **Non-medically necessary services**

- Services, including but not limited to, those treatments, services, prescription drugs and supplies which are not **medically necessary** for the diagnosis and treatment of **illness, injury**, restoration of physiological functions, or covered preventive services. This applies even if they are prescribed, recommended or approved by your **physician** or **dentist**.

### **Other primary payer**

- Payment for a portion of the charge that another party is responsible for as the primary payer

### **Outpatient prescription drugs, and preventive care drugs and supplements**

- Prescribed drugs, pre-medication or analgesia

### **Personal care, comfort or convenience items**

- Any service or supply primarily for your convenience and personal comfort or that of a third party

### **Providers and other health professionals**

- Treatment by other than a **dentist**. However, the plan will cover some services provided by a licensed dental hygienist under the supervision and guidance of a **dentist**. These are:
  - Scaling of teeth
  - Cleaning of teeth
  - Topical application of fluoride
- Charges submitted for services by an unlicensed **provider** or not within the scope of the **provider's** license

### **Services provided by a family member**

- Services provided by a spouse, civil union partner, domestic partner, parent, child, stepchild, brother, sister, in-law or any household member.

## **Teledentistry**

- Services given by **dental providers** that are not contracted with **Aetna** as **teledentistry providers**
- Services given when you are not present at the same time as the **dental provider**
- Services including:
  - **Teledentistry** kiosks
  - Electronic vital signs monitoring or exchanges

## **Work related illness or injuries**

- Coverage available to you under workers' compensation or under a similar program under local, state or federal law for any **illness** or **injury** related to employment or self-employment.
- A source of coverage or reimbursement will be considered available to you even if you waived your right to payment from that source. You may also be covered under a workers' compensation law or similar law.
- If you submit proof that you are not covered for a particular **illness** or **injury** under such law, then that **illness** or **injury** will be considered "not work related" regardless of cause.

## Who provides the care

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### Choice of physicians and providers

Just as the starting point for coverage under your plan is whether the services and supplies are **eligible dental services**, the foundation for getting covered care is through our network. This section tells you about **in-network providers** and **PCD's**.

**Please read the following information so you will know from whom or what group of provider's health care may be obtained.**

### In-network providers

We have contracted with **dental providers** in the **service area** to provide **eligible dental services** to you. These **in-network providers** make up the **network** for your plan.

For you to receive the in-network level of benefits you must use **in-network providers** for **eligible dental services**.

The exceptions are:

- **Dental emergency services** – Refer to the *What are your eligible dental services?* section
- **In-network providers** are not available to provide the **eligible dental service** that you need

You can find **in-network providers** and see important information about them by logging onto our self-service website. You can search our online **provider directory**, for names and locations of **in-network providers**.

You will not have to submit claims for treatment received from **in-network providers**. Your **in-network provider** will take care of that for you. And we will directly pay the **in-network provider** for what the plan owes. If you see an **out-of-network provider**, you may receive the bill (proof of loss) directly. This bill forms the basis of your post-service claim. If you receive the bill directly, you or your **provider** must send us the bill within 12 months of the date you received services, unless you are legally unable to notify us. You must send it to us with a claim form that you can either get online or see *How to contact us for help* section.

### Your PCD

Your **primary care dentist** (we call that **dentist** your **PCD**) will provide you with routine care and get you a **referral** to a **specialty dentist**.

You are required to select a **PCD**. Each covered family member can select their own **PCD**. You must select a **PCD** for your covered dependent if they are a minor or cannot choose a **PCD** on their own.

For you to receive the in-network level of benefits, **eligible dental services** must be accessed through your **PCD's** office. They will provide you with primary care services and initiate **referrals** for **specialty dental** care or a second opinion requested by you.

### How do you choose your PCD?

You choose your **PCD** from the list of **PCD's** in our provider **directory** which is on our self-service website at [www.aetna.com](http://www.aetna.com).

### What will your PCD do for you?

Your **PCD** will coordinate your dental care or may provide treatment. They may send you to other **in-network providers**.

Your **PCD** will give you a written or electronic **referral** to see other **in-network providers**.

### How do I change my PCD?

You may change your **PCD** at any time. You can call us or log onto our self-service website to make a change.

The change will become effective as follows:

<b>If we receive the request:</b>	<b>The change will become effective on:</b>
On or before the 15 <sup>th</sup> day of the month	The 1 <sup>st</sup> day of the next month
After the 15 <sup>th</sup> day of the month	The 1 <sup>st</sup> day of the month following the next month

### What happens if I do not select a PCD?

Because having a **PCD** is so important, we may choose one for you. We will notify you of the **PCD's** name, address and telephone number. If you wish, you can change the **PCD** by following the directions above for *How do I change my PCD?*

Your **eligible dental services** will be limited to care provided by direct access **in-network providers** and **dental emergency services**.

### How is my dentist paid?

Your **PCD** may be paid in any of the following ways, depending on their contract with us:

- Their **negotiated charge** for the service or, if there is no **negotiated charge**, then on the **PCD's usual fee**.
- A fixed monthly amount per member. This may be supplemented by:
  - An additional payment per service or visit
  - A guaranteed hourly or monthly amount
  - A periodic bonus based on the number of members

**Specialty dentists** are paid based on the **negotiated charge**.

We encourage you to ask your **dentist** or **Aetna** how they are paid, including if their contracts include any financial incentives.

## What the plan pays and what you pay

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### Reimbursement Provisions

Who pays for your **eligible dental services** – this plan, both this plan and you, or just you? That depends. This section gives the general rule and explains these key terms:

- Your **copayments**
- Your **dental emergency services** maximum

### The general rule

When you get **eligible dental services**:

- You pay your office visit **copayment**. The schedule of benefits lists the office visit **copayment** amount that you pay.

And then

- You pay your **eligible dental service copayment**. The schedule of benefits lists the **copayment** that you pay. The **copayment** amount may vary by the type of expense.

And then

- You are responsible for any amounts above a **maximum**.

### Important note – when you pay all

You pay the entire expense for an **eligible dental service**:

- When you get a dental care service or supply that is not **medically necessary**. See the *Medical necessity and referral requirements* section.
- When you get an **eligible dental service** without a **referral** when your plan requires a **referral**. See the *Medical necessity and referral requirements* section.

In both of these cases, the **dental provider** may require you to pay the entire charge.

### Special financial responsibility

You are responsible for the entire expense of:

- Cancelled or missed appointments

You are not responsible for the expense of:

- Charges we owe to the **in-network provider**

Neither you nor we are responsible for:

- Charges for which you have no legal obligation to pay
- Charges that would not be made if you did not have coverage

## Where your schedule of benefits fits in

This section explains some of the terms you will find in your schedule of benefits.

### How your copayment works

Your **copayment** is the amount you pay for **eligible dental services** after you have paid your office visit **copayment**. Your schedule of benefits shows you which **copayments** you need to pay for specific **eligible dental services**.

You will pay your **copayment** when you receive **eligible dental services**.

#### **Important note:**

See the schedule of benefits for any **copayments**, maximum, maximum age, visit limits, and other limitations that may apply.



## **When you disagree – claim decisions, grievances, and appeal procedures**

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In the previous section, we explained how you and we share responsibility for paying for your **eligible dental services**.

When a claim comes in, we review it, make a decision and tell you how you and we will split the expense. We also explain what you can do if you think we got it wrong.

### **Claim procedures**

You or your **dental provider** are required to send us a claim in writing as soon as reasonably possible. You can request a claim form from us. We will review that claim for payment to the **dental provider** or to you as appropriate.

### **Post-service claim**

A post service claim is a claim that involves dental care services you have already received. We will pay the claim within 30 days from when we receive all the information necessary.

## **Grievance and appeal procedures**

### **Grievance**

You may not be happy about a **dental provider**, your quality of care, or an operational issue, and you may want to complain. You can contact us any time. Grievances are:

- Appeals
- Complaints
- Disputes
- Inquiries (considered grievances when a distinction is not determined between them)
- Requests for reconsideration

Your grievance should include a description of the issue. You should include copies of any records or documents that you think are important. We will review the information and provide you with a written response within 30 calendar days of receiving the grievance. We will let you know if we need more information to make a decision.

You can submit your grievance by:

- Calling the toll-free number on your ID card
- Logging on to the Aetna website at <https://www.aetna.com/>
- Writing us at PO Box 24030, Fresno, CA 93779

### **An appeal**

When we make a decision to deny services or reduce the amount of money we pay on your care or out-of-pocket expense, it is an adverse benefit determination. You can ask us to review an adverse benefit determination. This is called an appeal. You can appeal by calling us.

### **Urgent grievance**

You may appeal or your **provider** may appeal for you without having to fill out an appeal form when you have an **urgent condition** or a **dental emergency**. You can also submit a grievance if you believe your coverage has been or will be improperly cancelled or not renewed. We will give you an answer within 72 hours.

## Grievance and appeal

You can appeal our adverse benefit determination. We will assign your appeal to someone who was not involved in making the original decision. You must file an appeal within 180 calendar days from the time you receive the notice of an adverse benefit determination.

You can appeal by sending a written appeal to the address on the notice of adverse benefit determination or by calling us. You need to include:

- Your name
- The contract holder's name
- A copy of the adverse benefit determination
- Your reasons for making the appeal
- Any other information you would like us to consider

You will receive an acknowledgment letter within five calendar days. You will receive a decision within 30 calendar days for a grievance.

Another person may submit an appeal for you, including a **dental provider**. That person is called an authorized representative. You need to tell us if you choose to have someone else appeal for you (even if it is your **dental provider**). You should fill out an authorized representative form telling us that you are allowing someone to appeal for you. You can get this form on our website or by contacting us. The form will tell you where to send it to us.

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan by calling the toll-free number on your ID card and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number (1-888-466-2219) and a TDD line (1-877-688-9891) for the hearing and speech impaired. The department's internet website [www.dmhca.gov](http://www.dmhca.gov) has complaint forms, IMR application forms and instructions online.

## Independent medical review

An IMR is a review done by an Independent Medical Review Organization (IMRO) managed by the DMHC.

You have a right to an IMR when:

- We decided the service or supply is not **medically necessary** or not appropriate
- You have received an adverse determination
- The service involves the practice of medicine
- Your services are provided by an in-network **provider**

If our grievance decision is one for which you can seek an IMR, we will say that in the notice of adverse benefit determination or final adverse benefit determination we send you. That notice also will describe the IMR process and it will include a copy of the IMR application. You will not be charged for an IMR.

You should send the completed application to the DMHC. They will review your grievance and determine if it is eligible for an IMR. We will submit the required documents to the DMHC within three days, or 24 hours for urgent requests, after we receive notice the IMR is approved. The DMHC sends your grievance to the IMRO. The IMRO will determine whether or not the care is **medically necessary**. You will receive a copy of the IMR decision.

### **How long will it take to get an IMR decision?**

The IMR will make their decision in 30 days, or three days for an urgent request

### **Recordkeeping**

We will keep the records of all complaints and appeals for at least 10 years.

### **Fees and expenses**

We do not pay any fees or expenses incurred by you when you submit a complaint or appeal.

## Coordination of benefits

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Some people have dental coverage under more than one plan. If you do, we will work together with your other plans to decide how much each plan pays. This is called coordination of benefits (COB).

### Key terms

Here are some key terms we use in this section. These terms will help you understand this COB section.

Allowable expense means:

- A dental care expense that any of your dental plans cover to any degree. If the dental care service is not covered by any of the plans, it is not an allowable expense. For example, **cosmetic** surgery generally is not an allowable expense under this plan.

In this section we talk about other “plans” which are those plans where you may have other coverage for dental care expenses, such as:

- Group or non-group, blanket, or franchise health insurance policies issued by insurers, HMOs, or health care service contractors
- Labor-management trustee plans, labor organization plans, contract holder organization plans, or employee benefit organization plans
- An automobile insurance policy
- Governmental benefits
- Any contract that you can obtain or maintain only because of membership in or connection with a particular organization or group

### Here’s how COB works

- The primary plan pays first. When this is the primary plan, we will pay your claims first as if the other plan does not exist.
- The secondary plan pays after the primary plan. When this is the secondary plan, we will pay benefits after the primary plan and will reduce the payment based on any amount the primary plan paid.
- We will never pay an amount that, when combined with payments from your other coverage, add up to more than 100% of the allowable expenses.

### Determining who pays

Reading from top to bottom the first rule that applies will determine which plan is primary and which is secondary.

A plan that does not contain a COB provision is always the primary plan.

<b>If you are:</b>	<b>Primary plan</b>	<b>Secondary plan</b>
Covered under the plan as an employee, retired employee or dependent	The plan covering you as an employee or retired employee	The plan covering you as a dependent
<b>COB rules for dependent children</b>		
Child of: <ul style="list-style-type: none"> <li>Parents who are married or living together</li> </ul>	The “birthday rule” applies. The plan of the parent whose birthday* (month and day only) falls earlier in the Calendar Year  *Same birthdays--the plan that has covered a parent longer is primary	The plan of the parent born later in the year (month and day only)*  *Same birthdays--the plan that has covered a parent longer is primary
Child of: <ul style="list-style-type: none"> <li>Parents separated or divorced or not living together</li> <li>With court-order</li> </ul>	The plan of the parent whom the court said is responsible for dental coverage  But if that parent has no coverage then their spouse’s plan is primary	The plan of the other parent  But if that parent has no coverage, then their spouse’s plan is primary
Child of: <ul style="list-style-type: none"> <li>Parents separated or divorced or not living together – court-order states both parents are responsible for coverage or have joint custody</li> </ul>	Primary and secondary coverage is based on the birthday rule	
Child of: <ul style="list-style-type: none"> <li>Parents separated or divorced or not living together and there is no court-order</li> </ul>	The order of benefit payments is: <ul style="list-style-type: none"> <li>The plan of the custodial parent pays first</li> <li>The plan of the spouse of the custodial parent (if any) pays second</li> <li>The plan of the noncustodial parents pays next</li> <li>The plan of the spouse of the noncustodial parent (if any) pays last</li> </ul>	
Child covered by: <ul style="list-style-type: none"> <li>Individual who is not a parent (i.e. stepparent or grandparent)</li> </ul>	Treat the person the same as a parent when making the order of benefits determination:  See <i>Child of</i> content above.	
Active or inactive employee	The plan covering you as an active employee (or as a dependent of an active employee) is primary to a plan covering you as a laid off or retired employee (or as a dependent of a former employee).	A plan that covers the person as a laid off or retired employee (or as a dependent of a former employee) is secondary to a plan that covers the person as an active employee (or as a dependent of an active employee).

COBRA or state continuation	The plan covering you as an employee or retiree or the dependent of an employee or retiree is primary to COBRA or state continuation coverage.	COBRA or state continuation coverage is secondary to the plan that covers the person as an employee or retiree or the dependent of an employee or retiree.
Longer or shorter length of coverage	If none of the above rules determine the order of payment, the plan that has covered the person longer is primary.	
Other rules do not apply	If none of the above rules apply, the plans share expenses equally.	

<b>How are benefits paid?</b>	
Primary plan	The primary plan pays your claims as if there is no other dental plan involved.
Secondary plan	The secondary plan calculates payment as if the primary plan did not exist, and then applies that amount to any allowable expenses under the secondary plan that were not covered by the primary plan.  The secondary plan will reduce payments so the total payments do not exceed 100% of the total allowable expense
Benefit reserve each family member has a separate benefit reserve for each Calendar Year	The benefit reserve: <ul style="list-style-type: none"> <li>• Is made up of the amount that the secondary plan saved due to COB</li> <li>• Is used to cover any unpaid allowable expenses</li> <li>• Balance is erased at the end of each year</li> </ul>

### **Other dental coverage updates – contact information**

You should contact us if you have any changes to your other coverage. We want to be sure our records are accurate so your claims are processed correctly.

### **Right to receive and release needed information**

We have the right to release or obtain any information we need for COB purposes. That includes information we need to recover any payments from your other dental plans.

### **Right to pay another carrier**

Sometimes another plan pays something we would have paid under your plan. When that happens, we will pay your plan benefit to the other plan.

### **Right of recovery**

If we pay more than we should have under the COB rules, we may recover the excess from:

- Any person we paid or for whom we paid
- Any other plan that is responsible under these COB rules

## When coverage ends

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### Termination of benefits

Coverage can end for a number of reasons. This section tells you how and why coverage ends. We will send you notice if your coverage is ending. This notice will tell you the date that your coverage ends at least 30 days prior to that date.

### When will your coverage end?

Coverage under this plan will end if:

- You voluntarily stop your coverage
- The **group agreement** ends because premiums are not paid (your coverage will continue during the 30 day grace period)
- You are no longer eligible for coverage, including when you no longer live, work, or reside in the **service area**
- Your employment ends
- You do not pay any required **premium** payment by the end of the grace period. The grace period is described in the *Some other money issues* section
- You become covered under another dental plan offered by your contract holder

### When coverage may continue under the plan

Your coverage under this plan will continue if:

Your employment ends because of <b>illness, injury</b> , sabbatical or other authorized leave as agreed to by the contract holder and us.	If <b>premium</b> payments are made for you, you may be able to continue coverage under the plan as long as the contract holder and we agree to do so and as described below: <ul style="list-style-type: none"><li>• Your coverage may continue, until stopped by the contract holder, but not beyond 30 months from the start of your absence.</li></ul>
Your employment ends because of a temporary lay-off, temporary leave of absence, sabbatical, or other authorized leave as agreed to by the contract holder and us.	If <b>premium</b> payments are made for you, you may be able to continue coverage under the plan as long as the contract holder and we agree to do so and as described below: <ul style="list-style-type: none"><li>• Your coverage will stop on the date that your employment ends.</li></ul>
Your employment ends because either: <ul style="list-style-type: none"><li>• Your job has been eliminated</li><li>• You have been placed on severance</li><li>• This plan allows former employees to continue their coverage.</li></ul>	You may be able to continue coverage. See the <i>Special coverage options after your plan coverage ends</i> section.

Your employment ends because of a paid or unpaid medical leave of absence	If <b>premium</b> payments are made for you, you may be able to continue coverage under the plan as long as the contract holder and we agree to do so and as described below: <ul style="list-style-type: none"> <li>Your coverage may continue until stopped by the contract holder but not beyond 30 months from the start of the absence.</li> </ul>
Your employment ends because of a leave of absence that is not a medical leave of absence	If <b>premium</b> payments are made for you, you may be able to continue coverage under the plan as long as the contract holder and we agree to do so and as described below: <ul style="list-style-type: none"> <li>Your coverage may continue until stopped by the contract holder but not beyond 1 month from the start of the absence.</li> </ul>
Your employment ends because of a military leave of absence.	If <b>premium</b> payments are made for you, you may be able to continue coverage under the plan as long as the contract holder and we agree to do so and as described below: <ul style="list-style-type: none"> <li>Your coverage may continue until stopped by the contract holder but not beyond 24 months from the start of the absence.</li> </ul>

### Notification of when your employment ends

It is the contract holder’s responsibility to let us know when your employment ends. The limits above may be extended only if we and the contract holder agree in writing to extend them.

### When will coverage end for any dependents?

Coverage for your dependent will end if:

- Your dependent is no longer eligible for coverage
- The **group agreement** ends
- You do not make the required **premium** contribution toward the cost of dependents’ coverage
- Your coverage ends for any of the reasons listed above
- The date the domestic partnership or civil union ends. You will need to complete a Declaration of Termination of Domestic Partnership.

Your dependents coverage will end on the earlier of the date the **group agreement** terminates or as defined by the contract holder.



## **Why would we end your coverage?**

We will give you 30 days advance written notice before we end your coverage because you commit fraud or intentionally misrepresent yourself when you applied for or obtained coverage. You can refer to the *General provisions – other things you should know* section for more information on loss of coverage.

On the date your coverage ends, we will refund to the contract holder any prepayments for periods after the date your coverage ended.

We will not end your coverage because of your health status or health care needs. You may request a review by the Director of the California Department of Managed Health Care if you believe we ended your coverage because of these reasons. See the *Grievance and appeal procedures* section.

## Special coverage options after your plan coverage ends

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### Individual Continuation of Benefits

This section explains options you may have after your coverage ends under this plan. Your individual situation will determine what options you will have.

### Consolidated Omnibus Budget Reconciliation Act (COBRA)

The federal COBRA law usually applies to employers of group sizes of 20 or more and gives employees and most of their covered dependents the right to keep their dental coverage for 18, 29 or 36 months after a qualifying event. The qualifying event is something that happens that results in you losing your coverage.

The qualifying events are:

- Your active employment ends for reasons other than gross misconduct
- Your working hours are reduced
- You divorce or legally separate and are no longer responsible for dependent coverage
- You become entitled to benefits under Medicare
- Your covered dependent children no longer qualify as dependents under the plan
- You die
- You are a retiree eligible for retiree health coverage and your former employer files for bankruptcy

Talk with your employer if you have questions about COBRA or to enroll.

### Continuation of coverage for other reasons

#### What exceptions are there for dental work when coverage ends?

Your dental coverage may end while you or your covered dependent are in the middle of treatment. The plan does not cover dental services that are given after your coverage terminates. There is an exception. The plan will cover the following services if they are ordered while you were covered by the plan, and installed within 30 days after your coverage ends:

- Inlays
- Onlays
- Crowns
- Removable bridges
- Cast or processed restorations
- Dentures
- Fixed partial dentures (bridges)
- Root canals

Ordered means:

- For a denture: The impressions from which the denture will be made were taken
- For a root canal: The pulp chamber was opened
- For any other item: The teeth which will serve as retainers or supports, or the teeth which are being restored:
  - Must have been fully prepared to receive the item
  - Impressions have been taken from which the item will be prepared

### **How can you extend coverage for your disabled child beyond the plan age limits?**

You have the right to extend dental coverage for your dependent child beyond the plan age limits. If your disabled child:

- Is not able to be self-supporting because of mental or physical disability
- Depends mainly (more than 50% of income) on you for support

The right to coverage will continue only as long as a **physician** certifies that your child still is disabled.

We may ask you to send us proof of the disability within 90 days of the date coverage would have ended.

We may ask you to send proof that your child is disabled after coverage is extended. We won't ask for this proof more than once a year after two years from the date you first send us proof. You must send it to us within 60 days of our request. If you don't, we can terminate coverage for your dependent child.

Your disabled child's coverage will end on the earlier of:

- The date the child is no longer disabled and dependent upon you for support
- As explained in the *When will coverage end for any dependents* section

## General provisions – other things you should know

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### Administrative provisions

#### How you and we will interpret this EOC

We prepared this EOC according to ERISA, and according to other federal and state laws that apply. You and we will interpret it according to these laws.

#### How we administer this plan

We apply policies and procedures to administer this plan.

#### Who's responsible to you

We are responsible to you for what our employees and other agents do.

We are not responsible for what is done by your **providers**. They are not our employees or agents.

### Coverage and services

#### Your coverage can change

Your coverage is defined by the **group agreement**. This document may have amendments and riders too. Under certain circumstances, we or the contract holder or the law may change your plan. When an emergency or epidemic is declared, we may modify or waive requirements under the plan or your cost share if you are affected. Only we may waive a requirement of your plan. No other person, including the contract holder or **provider**, can do this.

#### You can participate in public policy

We give you the opportunity to participate in establishing public policy for your plan. Contact us if you would like to participate in the committee that establishes public policy for your plan or want more information.

### Financial sanctions exclusions

If coverage provided under this EOC violates or will violate any economic or trade sanctions, the coverage will be invalid immediately. For example, we cannot pay for **eligible dental services** if it violates a financial sanction regulation. This includes sanctions related to a person or a country under sanction by the United States, unless it is allowed under a written license from the Office of Foreign Assets Control (OFAC). You can find out more by visiting <http://www.treasury.gov/resource-center/sanctions/Pages/default.aspx>

### Legal action

You must complete the appeal process before you take any legal action against us for any expense or bill. See the *When you disagree - claim decisions and appeals procedures* section. You cannot take any action until 60 days after we receive written submission of claim.

No legal action can be brought to recover payment under any benefit after 3 years from the deadline for filing claims.

## Records of expenses

You should keep complete records of your expenses. They may be needed for a claim.

Things that would be important to keep are:

- Names of **dental providers, dentists** and other **providers** who provide services
- Dates expenses are incurred
- Copies of all bills and receipts

## Honest mistakes and intentional deception

### Honest mistakes

You or the contract holder may make an honest mistake when facts are shared with us. When we learn of the mistake, we may make a fair change in **premium** contribution or in your coverage. If we do, we will tell you what the mistake was. We won't make a change if the mistake happened more than 2 years before we learned of it.

### Intentional deception

If we learn that you defrauded us or you intentionally misrepresented material facts, we can take actions that can have serious consequences for your coverage within 24 months of your effective date. These serious consequences include, but are not limited to:

- Loss of coverage, starting at some time in the past. If we paid claims for your past coverage, we will want the money back.
- Loss of coverage going forward.
- Denial of benefits.
- Recovery of amounts we already paid.

We also may report fraud to criminal authorities.

## Some other money issues

### Assignment of benefits

When you see **in-network providers** they will bill us directly. If you see an **out-of-network provider** as allowed under this plan, we may choose to pay you or to pay the **provider** directly. Unless we have agreed to do so in writing and to the extent allowed by law, we will not accept an assignment to an **out-of-network provider** under this **group agreement**. This may include:

- The benefits due
- The right to receive payments
- Any claim you make for damages resulting from a breach, or alleged breach, of the terms of this **group agreement**

To request assignment you must complete an assignment form. The assignment form is available from the contract holder. The completed form must be sent to us for consent.

### Recovery of overpayments

We sometimes pay too much for **eligible dental services** or pay for something that this plan doesn't cover. If we do, we can require the person we paid – you or your **provider** – to return what we paid. If we don't do that we have the right to reduce any future benefit payments by the amount we paid by mistake.

## **Premium contribution**

### **Prepayment Fees**

This plan requires you the contract holder to make **premium** contribution payments. If payments are made through a payroll deduction with the contract holder, the contract holder will forward your payment to us. We will not pay benefits under this EOC if **premium** contributions are not made. Any benefit payment denial is subject to our appeals procedure. See the *When you disagree - claim decisions and appeals procedures* section.

### **Payment of premiums**

The first **premium** payment for this **group agreement** is due on or before your **effective date of coverage**. Your next **premium** payment will be due the 1<sup>st</sup> of each month ("**premium** due date"). Each **premium** payment is to be paid to us on or before the **premium** due date.

## **Your dental information**

We will protect your dental information. We will only use or share it with others as needed for your care and treatment. We will also use and share it to help us process your **providers'** claims and manage your plan.

You can get a free copy of our Notice of Privacy Practices. Just call us. When you accept coverage under this plan, you agree to let your **providers** share your information with us.

## **Effect of prior plan coverage**

If you are in a continuation period from a prior plan at the time you join this plan you may not receive the full benefit paid under this plan. Your current and prior plan must be offered through the same contract holder.

## Glossary

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### **Aetna®**

**Aetna Dental of California Inc.**, an affiliate, or a third party vendor under contract with **Aetna**.

### **Calendar year**

A period of 12 months beginning on January 1<sup>st</sup> and ending on December 31<sup>st</sup>.

### **Coinsurance**

**Coinsurance** is the percentage of the bill that you and this plan have to pay for an **eligible dental service**. The schedule of benefits shows the percentage that you have to pay.

Your **coinsurance** for:

- **PCD services** is based on the **PCD's negotiated charge** or, if there is no **negotiated charge**, then on the **PCD's usual fee**
- In-network **specialty care services** is based on the **negotiated charge**

### **Contract year**

A 12 month period beginning on the effective date of the **group agreement** and the same date each following year, unless we agree to another period.

### **Copayments**

**Copayments** are flat fees you pay for certain **eligible dental services**.

### **Cosmetic**

Services, drugs or supplies that are primarily intended to alter, improve or enhance your appearance.

### **Covered benefits**

**Eligible dental services** that meet the requirements for coverage under the terms of this plan.

### **Dental emergency**

Any dental condition that:

- Occurs unexpectedly
- Requires immediate diagnosis and treatment in order to stabilize the condition
- Is characterized by symptoms such as severe pain and bleeding

### **Dental emergency services**

Services and supplies given by a **dental provider** to treat a **dental emergency**.

### **Dental provider**

Any individual legally qualified to provide dental services or supplies.

### **Dentist**

A legally qualified **dentist** licensed to do the dental work he or she performs.

## Directory

The list of **in-network providers** for your plan. The most up-to-date **provider directory** for your plan appears on our self-service website. When searching for an **in-network provider**, you need to make sure that you are searching for **providers** that participate in your specific plan. **In-network providers** may only be considered **in-network providers** for certain **Aetna** plans.

## Effective date of coverage

The date your coverage begins under this EOC as noted in our records.

## Eligible dental services

The benefits, subject to varying cost shares, covered in this plan. These are:

- Listed and described in the schedule of benefits.
- Not listed as an exception or exclusion in these sections:
  - *What are your eligible dental services?*
  - *What rules and limits apply to dental care?*
  - *Exclusions*
- Not beyond any maximums and limitations in the *What rules and limits apply to dental care?* section and schedule of benefits.
- **Medically necessary**. See the *Medical necessity and referral requirements* section and the *Glossary* for more information.

## Experimental or investigational

A drug, device, procedure, or treatment that we find is **experimental** or **investigational** because:

- There is not enough outcome data available from controlled clinical trials published in the peer-reviewed literature to validate its safety and effectiveness for the **illness** or **injury** involved.
- The needed approval by the Food and Drug Administration (FDA) has not been given for marketing.
- A national medical or dental society or regulatory agency has stated in writing that it is **experimental or investigational** or suitable mainly for research purposes.
- It is the subject of a Phase I, Phase II or the experimental or research arm of a Phase III clinical trial. These terms have the meanings given by regulations and other official actions and publications of the FDA and Department of Health and Human Services.
- Written protocols or a written consent form used by a facility **provider** state that it is **experimental or investigational**.
- It is provided or performed in a special setting for research purposes.

## Group agreement

The **group agreement** consists of several documents taken together. These documents are:

- The group application
- The **group agreement**
- The **EOC**
- The schedules of benefits
- Any amendments or riders to the **group agreement**, the EOC, and the schedule of benefits

## Health professional

A person who is licensed, certified or otherwise authorized by law to provide medical or dental care services to the public. For example, **providers** and dental assistants.



## Illness

Poor health resulting from disease of the teeth or gums.

## Injury or injuries

Physical damage done to the teeth or gums.

## In-network provider

A **provider** listed in the **directory** for your plan.

## Lifetime maximum

This is the most this plan will pay for **eligible dental services** incurred by a covered person during their lifetime.

## Medically necessary/medical necessity

Dental care services or supplies that prevent, evaluate, diagnose or treat an **illness, injury**, disease or its symptoms, and that are:

- In accordance with generally accepted standards of dental practice
- Clinically appropriate, in terms of type, frequency, extent, site and duration, and considered effective for your **illness, injury** or disease
- Not primarily for your convenience, the convenience of your **dentist**, or other health care **provider**
- Not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of your **illness, injury** or disease

Generally accepted standards of dental practice means:

- Standards based on credible scientific evidence published in peer-reviewed dental literature generally recognized by the relevant dental community.
- Following the standards set forth in the clinical policies and applying clinical judgment.

### Important note:

We develop and maintain clinical policy bulletins that describe the generally accepted standards of dental practice, credible scientific evidence, and prevailing clinical guidelines that support our decisions regarding specific services. We use these bulletins and other resources to help guide individualized coverage decisions under our plans and to determine whether an intervention is **experimental or investigational**. They are subject to change. You can find these bulletins and other information at <https://www.aetna.com/health-care-professionals/clinical-policy-bulletins.html>. You can also contact us. See the *How to contact us for help* section.

## Negotiated charge

This is either:

- The amount **in-network providers** have agreed to accept
- The amount we agree to pay directly to **in-network providers** or third party vendors (including any administrative fee in the amount paid)

for providing **eligible dental services** to covered **persons** in the plan.

## Orthodontic treatment

This is any:

- Medical service or supply
- Dental service or supply

furnished to prevent or to diagnose or to correct a misalignment:

- Of the teeth
- Of the bite
- Of the jaws or jaw joint relationship

whether or not for the purpose of relieving pain.

## Out-of-network provider

A **provider** who is not an **in-network provider** and does not appear in the **directory** for your plan, or a **specialty dentist** that is seen without a **referral**.

## Physician

A skilled **health professional** trained and licensed to practice medicine under the laws of the state where they practice, specifically, doctors of medicine or osteopathy.

## Premium

The amount you or the contract holder are required to pay to **Aetna** to continue coverage.

## Primary care dentist (PCD)

A **provider** who:

- Is selected by a person from the list of **PCDs** in the **directory**
- Supervises, coordinates and provides initial care and basic dental services to a covered person
- Initiates **referrals** for **specialty dental** care
- Is shown on **Aetna's** records as your **PCD**

## Provider

A **dentist**, or other entity or person licensed, or certified under applicable state and federal law to provide dental care services to you.

## Referral

This only applies to in-network coverage and is a written or electronic authorization made by your **PCD** to direct you to an **in-network provider** for **medically necessary** services and supplies.

## Service area

The geographic area where **in-network providers** for this plan are located.

## Specialty care services

Those services listed as “**specialty care services**” in the schedule of benefits. These are often performed by a **specialty dentist** with a **referral** from your **PCD**, or in some cases your **PCD** may perform them.

## Specialty dentist

This is a **dental provider** who practices in any generally accepted dental or surgical sub-specialty.

## Teledentistry

A consultation between you and a **dental provider** who is performing a clinical dental service.

Services can be provided by:

- Two-way audiovisual teleconferencing
- Any other method permitted by state law

## Temporomandibular joint dysfunction/disorder (TMJ)

This is:

- A **TMJ** or any similar disorder of the jaw joint
- A myofascial pain dysfunction (MPD) of the jaw

Any similar disorder in the relationship between the jaw joint and the related muscles and nerves

## Usual fee

This is the fee that a **PCD** charges its patients in general. Your **PCD** will give you a copy of the **usual fee** schedule if you ask for one. It is not part of this EOC and may change. It is used only to calculate your **coinsurance** amount and is not the basis upon which **Aetna** pays the **PCD**. **Aetna** pays **PCDs** based upon separate agreements that may be less than, or unrelated to, the **PCD's usual fee**.

## Discount programs

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We can offer you discounts on health care related goods or services. Sometimes, other companies provide these discounted goods and services. These companies are called “third party service providers”. These third party service providers may pay us so that they can offer you their services.

Third party service providers are independent contractors. The third party service provider is responsible for the goods or services they deliver. We have the right to change or end the arrangements at any time.

These discount arrangements are not insurance. We don’t pay the third party service providers for the services they offer. You are responsible for paying for the discounted goods or services.

## Wellness and other rewards

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You may be eligible to earn rewards for completing certain activities that improve your health, coverage and experience with us. We may encourage you to access certain dental services or categories of **dental providers**, participate in programs, including but not limited to financial wellness programs, utilize tools, improve your health metrics or continue participation as an **Aetna** member through incentives. We may provide incentives based on your participation and outcomes such as:

- Modifications to **copayment** amounts
- Merchandise
- Coupons
- Gift or debit cards
- Any combination of the above

# Additional Information Provided by

## The City of Hope

The following information is provided to you in accordance with the Employee Retirement Income Security Act of 1974 (ERISA). It is not a part of your booklet-certificate. Your Plan Administrator has determined that this information together with the information contained in your booklet-certificate is the Summary Plan Description required by ERISA.

In furnishing this information, Aetna is acting on behalf of your Plan Administrator who remains responsible for complying with the ERISA reporting rules and regulations on a timely and accurate basis.

**Name of Plan:**

Refer to your Plan Administrator for this information

**Employer Identification Number:**

95-1683875

**Plan Number:**

501

**Type of Plan:**

Health and Welfare

**Type of Administration:**

Group Insurance Policy with:

Aetna Life Insurance Company  
151 Farmington Avenue  
Hartford, CT 06156

**Plan Administrator:**

The City of Hope  
18201 Von Karman Avenue Suite 200  
Irvine, CA 92612  
Telephone Number: (949) 317-5920

**Agent For Service of Legal Process:**

The City of Hope  
18201 Von Karman Avenue Suite 200  
Irvine, CA 92612

Service of legal process may also be made upon the Plan Administrator

**End of Plan Year:**

December 31

**Source of Contributions:**

Employer and Employee

### **Procedure for Amending the Plan:**

The Employer may amend the Plan from time to time by a written instrument signed by the person designated by the Plan Administrator.

### **ERISA Rights**

As a participant in the group insurance plan you are entitled to certain rights and protections under the Employee Retirement Income Security Act of 1974. ERISA provides that all plan participants shall be entitled to:

#### **Receive Information about Your Plan and Benefits**

Examine, without charge, at the Plan Administrator's office and at other specified locations, such as worksites and union halls, all documents governing the Plan, including insurance contracts, collective bargaining agreements, and a copy of the latest annual report (Form 5500 Series) that is filed by the Plan with the U.S. Department of Labor and available at the Public Disclosure Room of the Employee Benefits Security Administration.

Obtain, upon written request to the Plan Administrator, copies of documents governing the operation of the Plan, including insurance contracts, collective bargaining agreements, and copies of the latest annual report (Form 5500 Series), and an updated Summary Plan Description. The Administrator may make a reasonable charge for the copies.

Receive a summary of the Plan's annual financial report. The Plan Administrator is required by law to furnish each participant with a copy of this summary annual report.

Receive a copy of the procedures used by the Plan for determining a qualified domestic relations order (QDRO) or a qualified medical child support order (QMCSO).

#### **Continue Group Health Plan Coverage**

Continue health care coverage for yourself, your spouse, or your dependents if there is a loss of coverage under the Plan as a result of a qualifying event. You or your dependents may have to pay for such coverage. Review this summary plan description and the documents governing the Plan for the rules governing your COBRA continuation coverage rights.

#### **Prudent Actions by Plan Fiduciaries**

In addition to creating rights for plan participants, ERISA imposes duties upon the people who are responsible for the operation of the employee benefit plan. The people who operate your Plan, called "fiduciaries" of the Plan, have a duty to do so prudently and in your interest and that of other plan participants and beneficiaries. No one, including your employer, your union, or any other person, may fire you or otherwise discriminate against you in any way to prevent you from obtaining a welfare benefit or exercising your rights under ERISA.

#### **Enforce Your Rights**

If your claim for a welfare benefit is denied or ignored, in whole or in part, you have a right to know why this was done, to obtain documents relating to the decision without charge, and to appeal any denial, all within certain time schedules.

Under ERISA there are steps you can take to enforce the above rights. For instance, if you request materials from the Plan and do not receive them within 30 days you may file suit in a federal court. In such a case, the court may require the Plan Administrator to provide the materials and pay up to \$ 110 a day until you receive the materials, unless the materials were not sent because of reasons beyond the control of the Administrator.

If you have a claim for benefits which is denied or ignored, in whole or in part, you may file suit in a state or federal court. In addition, if you disagree with the Plan's decision or lack thereof concerning the status of a domestic relations order or a medical child support order, you may file suit in a federal court.

If it should happen that plan fiduciaries misuse the Plan's money or if you are discriminated against for asserting your rights, you may seek assistance from the U.S. Department of Labor or you may file suit in a federal court. The court will decide who should pay court costs and legal fees. If you are successful, the court may order the person you have sued to pay these costs and fees. If you lose, the court may order you to pay these costs and fees, for example, if it finds your claim is frivolous.

### **Assistance with Your Questions**

If you have any questions about your Plan, you should contact the Plan Administrator.

If you have any questions about this statement or about your rights under ERISA, you should contact:

- the nearest office of the Employee Benefits Security Administration, U.S. Department of Labor, listed in your telephone directory; or
- the Division of Technical Assistance and Inquiries, Employee Benefits Security Administration, U.S. Department of Labor, 200 Constitution Avenue, N.W., Washington D.C. 20210.

You may also obtain certain publications about your rights and responsibilities under ERISA by calling the publications hotline of the Employee Benefits Security Administration.

## **Confidentiality Notice**

Aetna considers personal information to be confidential and has policies and procedures in place to protect it against unlawful use and disclosure. By "personal information," we mean information that relates to a member's physical or mental health or condition, the provision of health care to the member, or payment for the provision of health care or disability or life benefits to the member. Personal information does not include publicly available information or information that is available or reported in a summarized or aggregate fashion but does not identify the member.

When necessary or appropriate for your care or treatment, the operation of our health, disability or life insurance plans, or other related activities, we use personal information internally, share it with our affiliates, and disclose it to health care providers (doctors, dentists, pharmacies, hospitals and other caregivers), payors (health care provider organizations, employers who sponsor self-funded health plans or who share responsibility for the payment of benefits, and others who may be financially responsible for payment for the services or benefits you receive under your plan), other insurers, third party administrators, vendors, consultants, government authorities, and their respective agents. These parties are required to keep personal information confidential as provided by applicable law. In our health plans, participating network providers are also required to give you access to your medical records within a reasonable amount of time after you make a request.

Some of the ways in which personal information is used include claim payment; utilization review and management; medical necessity reviews; coordination of care and benefits; preventive health, early detection, vocational rehabilitation and disease and case management; quality assessment and improvement activities; auditing and anti-fraud activities; performance measurement and outcomes assessment; health, disability and life claims analysis and reporting; health services, disability and life research; data and information systems management; compliance with legal and regulatory requirements; formulary management; litigation proceedings; transfer of policies or contracts to and from other insurers, HMOs and third party administrators; underwriting activities; and due diligence activities in connection with the purchase or sale of some or all of our business. We consider these activities key for the operation of our health, disability and life plans. To the extent permitted by law, we use and disclose personal information as provided above without member consent. However, we recognize that many members do not want to receive unsolicited marketing materials unrelated to their health, disability and life benefits. We do not disclose personal information for these marketing purposes unless the member consents. We also have policies addressing circumstances in which members are unable to give consent.

To obtain a copy of our Notice of Privacy Practices, which describes in greater detail our practices concerning use and disclosure of personal information, please call the toll-free Member Services number on your ID card or visit our Internet site at [www.aetna.com](http://www.aetna.com).



## **Continuation of Coverage During an Approved Leave of Absence Granted to Comply With Federal Law**

This continuation of coverage section applies only for the period of any approved family or medical leave (approved FMLA leave) required by Family and Medical Leave Act of 1993 (FMLA). If your Employer grants you an approved FMLA leave for a period in excess of the period required by FMLA, any continuation of coverage during that excess period will be subject to prior written agreement between Aetna and your Employer.

If your Employer grants you an approved FMLA leave in accordance with FMLA, you may, during the continuance of such approved FMLA leave, continue Health Expense Benefits for you and your eligible dependents.

At the time you request the leave, you must agree to make any contributions required by your Employer to continue coverage. Your Employer must continue to make premium payments.

If Health Expense Benefits has reduction rules applicable by reason of age or retirement, Health Expense Benefits will be subject to such rules while you are on FMLA leave.

Coverage will not be continued beyond the first to occur of:

- The date you are required to make any contribution and you fail to do so.
- The date your Employer determines your approved FMLA leave is terminated.
- The date the coverage involved discontinues as to your eligible class. However, coverage for health expenses may be available to you under another plan sponsored by your Employer.

Any coverage being continued for a dependent will not be continued beyond the date it would otherwise terminate.

If Health Expense Benefits terminate because your approved FMLA leave is deemed terminated by your Employer, you may, on the date of such termination, be eligible for Continuation Under Federal Law on the same terms as though your employment terminated, other than for gross misconduct, on such date. If the group contract provides any other continuation of coverage (for example, upon termination of employment, death, divorce or ceasing to be a defined dependent), you (or your eligible dependents) may be eligible for such continuation on the date your Employer determines your approved FMLA leave is terminated or the date of the event for which the continuation is available.

If you acquire a new dependent while your coverage is continued during an approved FMLA leave, the dependent will be eligible for the continued coverage on the same terms as would be applicable if you were actively at work, not on an approved FMLA leave.

If you return to work for your Employer following the date your Employer determines the approved FMLA leave is terminated, your coverage under the group contract will be in force as though you had continued in active employment rather than going on an approved FMLA leave provided you make request for such coverage within 31 days of the date your Employer determines the approved FMLA leave to be terminated. If you do not make such request within 31 days, coverage will again be effective under the group contract only if and when Aetna gives its written consent.

If any coverage being continued terminates because your Employer determines the approved FMLA leave is terminated, any Conversion Privilege will be available on the same terms as though your employment had terminated on the date your Employer determines the approved FMLA leave is terminated.