

# SUMMARY OF BENEFITS

*Your CIGNA HealthCare Open Access Plus plan*



**CIGNA HealthCare**

## Features that Add Value

- The convenience of one toll free number (800) CIGNA24
- The convenience of **referral-free access** to physicians, and ....
- The option to select a **personal Primary Care Physician (PCP)** as your source for routine care and guidance when you need specialized care. As your needs change, so may your choice of doctors. That's why you can change your PCP for any reason.
- The CIGNA HealthCare 24-Hour Health Information Line<sup>SM</sup> connects you to **registered nurses** and a **library** of hundreds of recorded programs on important health topics 24 hours a day, seven days a week, from anywhere in the U.S.
- **CIGNA Healthy Rewards®** includes special offers on health and wellness programs and services often not covered by traditional benefits plans. Just call 1.800.870.3470 or visit our web site at [www.cigna.com](http://www.cigna.com).
- Prescription drug coverage is a **part of your plan**. With national and independent pharmacies participating across the country, you can have your prescription filled **wherever you go**. CIGNA Tel-Drug gives you quick, **convenient** delivery of your medications right to your home.

## Quality Service Is Part of Quality Care

- **Service** is at the heart of everything we do. Our goal is to give you: fast, accurate answers; responsive, courteous and professional assistance; and ease and convenience in finding the information you need to manage your health.
- **www.cigna.com** – Visit our **interactive Web site** to learn more about your plan and get health information, 24 hours a day. Once you enroll, register for [myCIGNA.com](http://myCIGNA.com), our convenient, secure web site that combines helpful easy-to-use tools with personalized benefits information to help you make the most of your plan.
- **We Speak Many Languages<sup>SM</sup>**. We offer the Language Line Services so that you can **talk with us** in 140 different languages. Just call Customer Service, and ask for an interpreter to assist you.

## It's Your Health

When you choose CIGNA HealthCare, you can take advantage of our **health and wellness** programs:

- **Preventive care services** for your children through age 2 and any additional preventive care benefits described in the Benefits Highlights.
- **CIGNA Well Informed** provides members with customized medical and wellness information to help them make healthier choices, better understand a diagnosis or treatment, and manage their health. The program includes personalized letters and other educational information to help you improve your health. Only you, your doctor and CIGNA have access to this information
- CIGNA Well Aware for Better Health<sup>SM</sup> can **help you manage** certain chronic conditions.
- The CIGNA HealthCare Healthy Babies<sup>®</sup> program provides you with education and support to help you have a **healthy pregnancy and a healthy baby**.

## You Can Depend on CIGNA HealthCare

- **Quality comes first**. We select “participating providers” carefully. And we make sure you have a **wide range** of doctors to choose from.
- **Emergency and urgent care are covered** wherever you go, worldwide, **24 hours a day**. Urgent care centers can take care of your urgent care needs, and your cost is lower.

## It's Your Choice

- When you visit network providers, you get access to quality care at the lowest out-of-pocket costs available under your plan. Your plan also offers the **freedom to choose** the providers you prefer — even if they aren't part of the network. Your benefits are the highest when you see “participating providers,” but you're still covered for visits to other providers.

**For Employees of  
VACE - \$3,000**

<b>BENEFIT HIGHLIGHTS</b>	<b>IN-NETWORK</b>	<b>OUT-OF-NETWORK</b>
<b>Physician Services</b> <b>Primary Care Physician (PCP) Office Visit</b>	\$30 copayment per office visit	100% of charges**
<b>Associated x-ray and/or lab service</b>	No charge*	100% of charges**
<b>Specialty Physician Office Visit</b> <i>Consultant and Referral Physician Services</i>	\$30 copayment per office visit	100% of charges**
<i>Allergy Treatment/Injections - PCP or Specialty Physician</i>	\$30 copayment per office visit or actual charge, whichever is less	100% of charges**
<i>Allergy Serum (dispensed by physician in office)</i>	No charge	100% of charges**
<i>Second Opinion Consultations (provided on voluntary basis)</i>	\$30 copayment per office visit	100% of charges**
<i>Surgery Performed in the Physician's Office- PCP or Specialty Physician</i>	\$30 copayment per office visit	100% of charges**
<b>Preventive Care</b> <i>Routine Preventive Care for Children through age 2 (including routine immunizations)</i>	\$30 copayment per office visit	Covered in-network only
<b>Associated x-ray and/or lab service</b>	No charge*	
<i>Routine Preventive Care for Children and Adults from age 3 (including routine immunizations)</i> <i>Unlimited maximum per calendar year</i>	\$30 copayment per office visit	
<b>Associated x-ray and/or lab service</b>	No charge*	
<b>Note:</b> Well Woman OB/GYN visits are subject to the PCP's office visit copay		
<i>Immunizations</i>	No charge, no plan deductible	
<b>Mammograms, PSA, Pap Test</b> <b>Note:</b> Preventive care related services and diagnostic related services are paid at the same level of benefits as other x-ray and lab services, based on place of service	No charge if billed by independent diagnostic facility or outpatient hospital; \$30 copayment per visit for associated wellness exam	100% of charges**
<b>Inpatient Hospital Services including:</b> <i>Semi-Private Room and Board</i> <i>Diagnostic/Therapeutic Lab and X-ray</i> <i>Drugs and Medication</i> <i>Operating and Recovery Room</i> <i>Radiation Therapy and Chemotherapy</i> <i>Anesthesia and Inhalation Therapy</i>	\$100 copayment per admission*	\$100 deductible per admission, plus 100% of charges**  Precertification required
<b>Inpatient Hospital Doctor's Visits/Consultations</b> <i>Inpatient Hospital Professional Services</i>	No charge* No charge*	100% of charges** 100% of charges**
<b>Outpatient Facility Services includes:</b> <i>Operating Room, Recovery Room, Procedure Room and Treatment Room and Observation Room including:</i> <i>Diagnostic/Therapeutic Lab and X-rays</i> <i>Anesthesia and Inhalation Therapy</i>	\$50 copayment per facility visit*	\$50 deductible then, 100% of charges**
<i>Physician &amp; Outpatient Professional Services</i>	No charge*	100% of charges**
<b>Laboratory and Radiology Services (includes preadmission testing)</b> <i>Physician's Office</i> <i>Outpatient Hospital Facility</i> <i>Emergency Room/Urgent Care Facility (billed by facility as part of the Emergency Room/Urgent Care visit)</i> <i>Independent X-Ray and/or Lab Facility</i> <i>Independent X-Ray and/or Lab Facility (in conjunction with an Emergency Room visit)</i>	\$30 copayment per office visit No charge* No charge  No charge* No charge	100% of charges** 100% of charges** 100% of charges  100% of charges** 100% of charges

BENEFIT HIGHLIGHTS	IN-NETWORK	OUT-OF-NETWORK
<p><b>Advanced Radiological Imaging</b> (MRIs, MRAs, CAT Scans, PET Scans, etc.)</p> <p><i>Outpatient Facility</i></p> <p><i>Emergency Room/Urgent Care (billed by facility as part of the Emergency Room/Urgent Care visit)</i></p> <p><i>Physician's Office</i></p>	<p>No charge*</p> <p>No charge</p> <p>No charge</p>	<p>100% of charges**</p> <p>100% of charges</p> <p>100% of charges**</p>
<p><b>Short-Term Rehabilitative Therapy and Chiropractic Services--(includes cardiac rehab, physical, speech, occupational, chiropractic, pulmonary rehab &amp; cognitive therapy)</b> 60 days maximum per calendar year# for all therapies combined</p> <p><i>Associated x-ray and/or lab service</i></p> <p><b>Chiropractic Services (subject to medical necessity)</b> Unlimited maximum per calendar year</p> <p><i>Associated x-ray and/or lab service</i></p>	<p>\$30 copayment per office visit; No charge after office visit copay if only x-ray and/or lab services are performed and billed.</p> <p>No charge*</p> <p>\$30 copayment per office visit</p> <p>No charge*</p>	<p>100% of charges**</p> <p>100% of charges**</p> <p>100% of charges**</p> <p>100% of charges**</p>
<p><b>Emergency and Urgent Care Services</b> <i>Physician's Office – PCP or Specialty Physician</i></p> <p><i>Associated x-ray and/or lab service</i></p> <p><i>Hospital Emergency Room</i></p> <p><i>Outpatient Professional Services (Radiology, Pathology and Emergency Room Physician)</i></p> <p><i>Urgent Care Facility or Outpatient Facility</i></p> <p><i>Ambulance</i></p>	<p>\$30 copayment per office visit</p> <p>No charge*</p> <p>\$100 copayment per visit (copay waived if admitted)</p> <p>No charge</p> <p>\$50 copayment per visit (copay waived if admitted)</p> <p>No charge*</p>	<p>Care will be provided at in-network levels if it meets the "prudent layperson" definition of an emergency. Otherwise 100% of charges**</p>
<p><b>Maternity Care Services</b> <i>Initial Office Visit to Confirm Pregnancy</i></p> <p><i>Associated x-ray and/or lab service</i></p> <p><i>All subsequent Prenatal Visits, Postnatal Visits and Physician's Delivery Charges (total maternity fee)</i> <i>Office Visits not included in the total maternity fee performed by OB or Specialty Physician</i></p> <p><i>Delivery - Facility (Inpatient Hospital/Birthing Center Charges)</i></p>	<p>\$30 copayment for initial office visit</p> <p>No charge*</p> <p>No charge*</p> <p>\$30 copayment per office visit</p> <p>\$100 copayment per admission*</p>	<p>100% of charges**</p> <p>100% of charges**</p> <p>100% of charges**</p> <p>100% of charges**</p> <p>\$100 deductible per admission, plus 100% of charges**, precertification required</p>
<p><b>Inpatient Services at Other Health Care Facilities Skilled Nursing, Rehabilitation Hospital and Sub-Acute Facilities</b>-60 days maximum per calendar year# combined for all facilities listed</p>	<p>No charge*</p>	<p>100% of charges**</p>
<p><b>Home Health Services (Includes outpatient private duty nursing when approved as medically necessary) – 40 days maximum per calendar year#</b></p>	<p>No charge*</p>	<p>100% of charges**</p>
<p><b>Family Planning Services</b> <i>Office Visits (lab &amp; radiology tests, counseling)</i></p> <p><i>Associated x-ray and/or lab service</i></p> <p><b>Vasectomy/Tubal Ligation (excludes reversals)</b> <i>Inpatient Facility</i></p> <p><i>Outpatient Facility</i></p> <p><i>Physician's Services – Inpatient or Outpatient</i> <i>Physician's Office</i></p>	<p>\$30 copayment per office visit</p> <p>No charge*</p> <p>\$100 copayment per admission*</p> <p>\$50 copayment per admission*</p> <p>No charge*</p> <p>\$30 copayment per office visit</p>	<p>100% of charges**</p> <p>100% of charges**</p> <p>\$100 deductible per admission, plus 100% of charges**, precertification required</p> <p>\$50 deductible then, 100% of charges**</p> <p>100% of charges**</p> <p>100% of charges**</p>

BENEFIT HIGHLIGHTS	IN-NETWORK	OUT-OF-NETWORK
<b>Infertility Services</b> Office Visit (lab & radiology tests, counseling)-PCP or Specialty Physician  <b>Associated x-ray and/or lab service</b>  <b>Treatment/Surgery (excludes artificial insemination, in-vitro fertilization, GIFT, ZIFT, etc.)</b> Inpatient Facility Outpatient Facility Physician's Services	\$30 copayment per office visit  No charge*  \$100 copayment per admission* \$50 copayment per facility visit* No charge*	Covered in-network only
<b>TMJ – Surgical and Non-Surgical-case-by-case basis. Subject to medical necessity including appliances &amp; orthodontic treatment..</b> Physician's Office  <b>Associated x-ray and/or lab service</b>  Inpatient Facility Outpatient Facility Physician's Services	\$30 copayment per office visit  No charge*  \$100 copayment per admission* \$50 copayment per admission* No charge*	100% of charges**  100% of charges**  \$100 deductible per admission, plus 100% of charges**, precertification required \$50 deductible then, 100% of charges**  100% of charges**
<b>Obesity/Bariatric Surgery.</b> Physician's Office  <b>Associated x-ray and/or lab service</b>  Inpatient Facility Outpatient Facility Physician's Services – Inpatient or Outpatient	\$30 copayment per office visit  No charge*  \$100 copayment per admission* \$50 copayment per admission* No charge*	100% of charges**  100% of charges**  \$100 deductible per admission, plus 100% of charges**, precertification required \$50 deductible then, 100% of charges**  100% of charges**
<b>Mental Health</b> <b>Inpatient</b> Acute: Based on a ratio of 1:1 Partial: Based on a ratio of 2:1 Residential: Based on a ratio of 2:1  <b>Outpatient Individual</b>  <b>Group Therapy Mental Health</b>  <b>Intensive Outpatient Mental Health</b> – 3 programs maximum per contract year#	\$100 copayment per admission* Unlimited maximum per calendar year  \$30 copayment per office visit Unlimited maximum per calendar year  \$30 copayment per session  \$50 per program copayment, plus 50% of charges, no plan deductible	\$100 deductible per admission, plus 100% of charges**, precertification required Unlimited maximum per calendar year  100% of charges** Unlimited maximum per calendar year  100% of charges**  50% of charges**
<b>Substance Abuse</b> <b>Inpatient</b> Acute Detox: Based on a ratio of 1:1 (requires 24 hour nursing) Acute Inpatient Rehab: Based on a ratio of 1:1 (requires 24 hour nursing) Partial: Based on a ratio of 2:1 Residential: Based on a ratio of 2:1  <b>Outpatient Individual</b>  <b>Intensive Outpatient Mental Health</b> – 3 programs maximum per contract year#	\$100 copayment per admission* Unlimited maximum per calendar year  \$30 copayment per office visit Unlimited maximum per calendar year  \$50 per program copayment, plus 50% of charges, no plan deductible	\$100 deductible per admission, plus 100% of charges**, precertification required Unlimited maximum per calendar year  100% of charges** Unlimited maximum per calendar year  50% of charges**
<b>Durable Medical Equipment</b> Unlimited maximum per calendar year	No charge*	100% of charges**
<b>External Prosthetic Appliances</b> Unlimited maximum per calendar year	No charge*	100% of charges**

<b>BENEFIT HIGHLIGHTS</b>	<b>IN-NETWORK</b>	<b>OUT-OF-NETWORK</b>
<b>Prescription Drugs</b> <b><u>CIGNA Pharmacy Retail Drug Program</u></b> Includes: insulin, insulin needles & syringes, diabetic test strips/lancets, oral contraceptives and contraceptive devices and prenatal vitamins.  <i>Generic Drugs</i>  <i>Brand Name Drugs</i>  <b><u>CIGNA Tel-Drug Mail Order Drug Program</u></b>  <i>Generic Drugs</i>  <i>Brand Name Drugs</i>  <b><u>Pharmacy Out of Pocket Maximum (Individual/Family) (Mail Order)</u></b>	50% of charges per 30-day supply for generic drugs  50% of charges per 30-day supply for brand name drugs   50% of charges per 90-day supply for generic drugs  50% of charges per 90day supply for brand name drugs   \$2,000 per individual / \$4,000 per family	Covered in network only          Covered in network only
<b><u>Vision Care</u></b> <i>Eye Exam every 24 months</i>  <i>Lens and frames every 24 months</i>	CIGNA will pay up to a maximum of: Exam: \$20 Single Lens: \$15 Bifocal: \$30 Trifocal: \$42 Lenticular: \$54 Contacts (elective): \$30 Contacts (med nec): \$72 Frames: \$15	

<b>OTHER BENEFIT INFORMATION</b>	<b>IN-NETWORK</b>	<b>OUT-OF-NETWORK</b>
<b><u>Calendar Year Plan Deductible</u></b> <i>Individual / Family</i>	Maximums cross accumulate \$3,000 / \$6,000	Maximums cross accumulate \$5,000 / \$10,000
<b><u>Calendar Year Out-of-Pocket Maximum</u></b> <i>Individual / Family</i>	Maximums cross accumulate Including Plan Deductible \$3,000 / \$6,000	Maximums cross accumulate Including Plan Deductible \$5,000 / \$10,000
<b><u>Coinsurance</u></b>	CIGNA HealthCare pays 100% of eligible charges. You pay 0% of charges after plan deductible.	CIGNA HealthCare pays 100% of eligible charges. You pay 0% of charges after plan deductible.
<b><u>Precertification -Inpatient (required for all inpatient admissions)</u></b>  <b><u>Precertification – Outpatient (required for selected outpatient procedures and diagnostic testing or outpatient services)</u></b>	Coordinated by your physician   Coordinated by your physician	Participant must obtain approval for inpatient admission; subject to penalty/reduction or denial for non-compliance   Participant must obtain approval for selected outpatient procedures and diagnostic testing; subject to penalty/reduction or denial for non-compliance.
<b><u>Lifetime Maximum</u></b>	Unlimited	\$1,000,000
<b><u>Pre-existing Condition Limitation (Per Vermont State Mandate)</u></b>	Yes	Yes

\*Services are subject to calendar year deductible

\*\* Services are subject to calendar year deductible and reasonable and customary charge limitations.

# In-network and out-of-network services apply to the same treatment or dollar maximum.

**Footnotes:**

**Regarding In-Network and Out-of-Network Services:**

- Once the out-of-pocket maximum is reached, the plan pays 100% of eligible charges for the remainder of the plan year.
- Coverage for pre-existing conditions will not be covered under this plan unless continuously insured for one year.

**Regarding In-Network Services:**

- All services must be provided by one of the participating providers in the CIGNA network in order to be covered.

**Regarding Out-of-Network Services:**

- All out-of-network hospital admissions and certain outpatient surgical and diagnostic procedures must be precertified and are subject to Continued Stay Review (CSR). A penalty applies to admissions which are not precertified. Non-approved admissions/days result in denial of benefits. The precertification penalty or cost of denied benefits does not apply to deductible or out-of-pocket maximum..
- Your out-of-pocket costs will be higher than with a participating provider.

**Case Management**

Coordinated by CIGNA HealthCare. This is a service designed to provide assistance to a patient who is at risk of developing medical complexities or for whom a health incident has precipitated a need for rehabilitation or additional health care support. The program strives to attain a balance between quality and cost effective care while maximizing the patient's quality of life.

### **Benefit Exclusions.**

These are examples of the exclusions in your plan. The complete list of exclusions is provided in your Certificate or Summary Plan Description. To the extent there may be differences, the terms of the Certificate or Summary Plan Description control.

1. Any service or supply not described as covered in the Covered Expenses section of the plan.
2. Any medical service or device that is not medically necessary.
3. Treatment of an illness or injury which is due to war or care for military service disabilities treatable through governmental services.
4. Any services and supplies for or in connection with experimental, investigational or unproven services.
5. Dental treatment of the teeth, gums or structures directly supporting the teeth, however, charges made for services or supplies provided for or in connection with an accidental injury to sound natural teeth are covered provided a continuous course of dental treatment is started within 6 months of the accident
6. Medical and surgical services, initial and repeat, intended for the treatment or control of obesity. However, treatment of clinically severe obesity, as defined by the body mass index (BMI) classifications of the National Heart, Lung and Blood Institute (NHLBI) guideline is covered only at approved centers if the services are demonstrated, through existing peer-reviewed, evidence-based, scientific literature and scientifically based guidelines, to be safe and effective for treatment of the condition. Clinically severe obesity is defined by the NHLBI as a BMI of 40 or greater without comorbidities, or 35–39 with comorbidities. The following are specifically excluded: medical and surgical services to alter appearances or physical changes that are the result of any surgery performed for the management of obesity or clinically severe (morbid) obesity; and weight loss programs or treatments, whether prescribed or recommended by a physician or under medical supervision.
7. Unless otherwise covered as a basic benefit, reports, evaluations, physical examinations, or hospitalization not required for health reasons, including but not limited to employment, insurance or government licenses, and court ordered, forensic, or custodial evaluations.
8. Court ordered treatment or hospitalizations
9. Infertility drugs, surgical or medical treatment programs for infertility, including in vitro fertilization, gamete intrafallopian transfer (GIFT), zygote intrafallopian transfer (ZIFT), variations of these procedures, and any costs associated with the collection, washing, preparation or storage of sperm for artificial insemination (including donor fees). Cryopreservation of donor sperm and eggs are also excluded from coverage.
10. Any services, supplies, medications or drugs for the treatment of male or female sexual dysfunction.
11. Medical and hospital care and costs for the child of a Dependent, unless this infant child is otherwise eligible under the plan.
12. Therapy or treatment intended primarily to improve or maintain general physical condition or for the purpose of enhancing job, school, athletic or recreational performance.
13. Consumable medical supplies other than ostomy supplies and urinary catheters.
14. Private hospital rooms and/or private duty nursing except as provided under the Home Health Services provision.
15. Artificial aids, including but not limited to hearing aids, semi-implantable hearing devices, audiant bone conductors, bone anchored hearing aids, corrective orthopedic shoes, arch supports, elastic stockings, garter belts, corsets, dentures and wigs.
16. Eye exercises and surgical treatment for the correction of a refractive error, including radial keratotomy.
17. Non-prescription drugs and investigational and experimental drugs, except as provided in the plan
18. Routine foot care, however, services associated with foot care for diabetes and peripheral vascular disease are covered when medically necessary.
19. Genetic screening or pre-implantation genetic screening.
20. Fees associated with the collection or donation of blood or blood products.
21. Cost of biologicals that are immunizations or medications for the purpose of travel, or to protect against occupational hazards and risks.
22. All nutritional supplements and formulae are excluded, except infant formula needed for the treatment of inborn errors of metabolism.
23. Services for or in connection with an injury or illness arising out of, or in the course of, any employment for wage or profit.
24. Expenses incurred for medical treatment by a person age 65 or older, who is covered under the plan as a retiree, or his dependent, when payment is denied by the Medicare plan because treatment was not received from a participating provider of the Medicare plan.
25. Expenses incurred for medical treatment when payment is denied by the primary plan because treatment was not received from a participating provider of the primary plan.
26. The following services are excluded from coverage regardless of clinical indications: Massage Therapy; Cosmetic Surgery and Therapies; Macromastia or Gynecomastia Surgeries; Surgical Treatment of Varicose Veins; Abdominoplasty/Panniculectomy; Rhinoplasty; Blepharoplasty; Orthognathic Surgeries; Redundant Skin Surgery; Removal of Skin Tags; Acupressure; Craniosacral/cranial therapy; Dance Therapy, Movement Therapy; Applied Kinesiology; Rolfing; Prolotherapy; Transsexual Surgery; Non-medical counseling or ancillary services; Assistance in the activities of daily living; Cosmetics; Personal or Comfort Items; Dietary Supplements; Health and Beauty Aids; Aids or devices that assist with non-verbal communications; Treatment by Acupuncture; Dental implants for any condition; Telephone Consultations; E-mail & Internet Consultations; Telemedicine; Health Club Membership fees; Weight Loss Program fees; Smoking Cessation Program fees; Reversal of male and female voluntary sterilization procedures; and Extracorporeal Shock Wave Lithotripsy for musculoskeletal and orthopedic conditions.

### **These Are Only the Highlights**

*As you can see, the plan is designed to combine in-depth coverage with cost-effective prices. This summary contains highlights only and is subject to change. The specific terms of coverage, exclusions and limitations including legislated benefits are contained in the Summary Plan Description or Insurance Certificate. This plan is insured and/or administered by Connecticut General Life Insurance Company, a CIGNA Company.*

*“CIGNA HealthCare” refers to various operating subsidiaries of CIGNA Corporation. Products and services are provided by these subsidiaries and not by CIGNA Corporation. These subsidiaries include Connecticut General Life Insurance Company, Tel-Drug, Inc. and its affiliates, CIGNA Behavioral Health, Inc., Intracorp, and HMO or service company subsidiaries of CIGNA Health Corporation and CIGNA Dental Health, Inc.*

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