mblemHealth® City of New York Coverage Period: 7/1/2024 - 6/30/2025

Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services

EmblemHealth: HIP HMO Preferred Coverage for: Individual/Family Plan Type: HMO

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, call 1-833-269-4653. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms see the Glossary. You can view the Glossary at www.emblemhealth.com or call 1-833-269-4653 to request a copy.

Important Questions	Answers	Why this Matters:
What is the overall deductible?	\$0	See the Common Medical Events chart below for your costs for services this <u>plan</u> covers.
before you meet your deductible?	In network medical and hospital services are not subject to a deductible.	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive</u> <u>services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at https://www.healthcare.gov/coverage/preventive-care-benefits/.
Are there other <u>deductibles</u> for specific services?	No	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	For in network providers \$3,300 Individual / \$6,600 Family.	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
What is not included in the out-of-pocket limit?	Premiums, penalties, balanced-bill charges, and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the out-of-pocket limit.
Will you pay less if you use a <u>network provider</u> ?	Yes. See www.EmblemHealth.com or call 1-800-447-8255 for a list of participating providers.	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware, your <u>network provider might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider before you get services</u>.</u>
Do you need a <u>referral</u> to see a <u>specialist</u> ?	Yes, written approval is required to see a specialist.	This <u>plan</u> will pay some or all of the costs to see a <u>specialist</u> for covered services but only if you have a <u>referral</u> before you see the <u>specialist</u> .

(DT - OMB control number: 1545-0047/Expiration Date: 12/31/2019)(DOL - OMB control number: 1210-0147/Expiration date: 5/31/2022)

(HHS - OMB control number: 0938-1146/Expiration date: 10/31/2022)



All **copayment** and **coinsurance** costs shown in this chart are after your **deductible** has been met, if a **deductible** applies.

Common	Services You May Need	What You Will Pay		*I imitations Everytions 9 Other
Medical Event		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	*Limitations, Exceptions, & Other Important Information
If you visit a health care provider's office	Primary care visit to treat an injury or illness	Preferred: \$0 co-pay visit Non-Preferred: \$10 co-pay visit	Not covered	None
	Specialist visit	Preferred: \$0 co-pay visit Non-Preferred: \$10 co-pay visit	Not covered	Referral required. Infusion Therapy in Outpatient Hospital \$100 co-pay per incident.
or clinic	Preventive care/screening/ immunization	No charge	Not covered	Applies to Well Child Visits; Adult Annual Physical Exams; Well Woman Exams; Bone Density Testing.
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	Preferred: \$0 co-pay visit Non-Preferred: \$10 co-pay visit Outpatient Hospital: \$100 co-pay visit	Not covered	Referral required for Specialist Office and Outpatient Hospital.
If you have a test	Imaging (CT/PET scans, MRIs)	Preferred: \$0 co-pay visit Non-Preferred: \$10 co-pay visit Outpatient Hospital: \$100 co-pay visit	Not covered	Referral required
If you need drugs to treat your illness or condition More information about prescription drug coverage is available at www.EmblemHealth.com.	Generic drugs (Tier 1)	Retail: \$5 co-pay/30 day supply Mail Order: \$7.50 co-pay/90 day supply	Not covered	Tier 1 and Tier 2 drugs are covered.
	Preferred brand drugs (Tier 2)	Retail: \$15 co-pay/30 day supply Mail Order: \$22.50 co-pay/90 day supply	Not covered	
	Non-preferred brand drugs (Tier 3)	Not Covered	Not covered	
www.Embletiirieaitii.com.	Specialty drugs	Tier 1: \$5 co-pay/30 day supply Tier 2: \$15 co-pay/30 day supply	Not covered	Written referral required.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	Ambulatory Facility: \$50 co-pay Outpatient Hospital: \$150 co-pay	Not covered	Preauthorization required
	Physician/surgeon fees	No charge	Not covered	Preauthorization required

<sup>\*</sup> For more information about limitations and exceptions, see the plan or policy document at www.emblemhealth.com/sbc.

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Common	Services You May Need	What You Will Pay		*I imitations Evacutions 9 Other
Medical Event		<u>Network Provider</u> (You will pay the least)	Out-of-Network Provider (You will pay the most)	*Limitations, Exceptions, & Other Important Information
	Emergency room care	\$150 co-pay	\$150 co-pay	Applies to facility charge, waived if admitted.
If you need immediate medical attention	Emergency medical transportation	No charge	No charge	None
	<u>Urgent care</u>	\$50 co-pay per visit	Not covered	None
If you have a hospital stay	Facility fee (e.g., hospital room)	\$100 per admission	Not covered	Preauthorization required
	Physician/surgeon fee	No charge	Not covered	Preauthorization required
If you need mental health, behavioral health, or substance abuse services	Outpatient services	Preferred: \$0 co-pay visit Non-Preferred: \$10 co-pay visit	Not covered	Unlimited visits. For Substance Abuse care, up to 20 visits per calendar year may be used for family counseling
	Inpatient services	\$100 per admission	Not covered	Preauthorization required. However, Preauthorization is not required for emergency admissions.
	Office visits	No charge	Not covered	None
If you are pregnant	Childbirth/delivery professional services	No charge	Not covered	Preauthorization required
	Childbirth/delivery facility services	\$100 per admission	Not covered	Limited to 48 hours for natural delivery and 96 hours for caesarean delivery. Preauthorization required

<sup>\*</sup> For more information about limitations and exceptions, see the plan or policy document at www.emblemhealth.com/sbc.

7/1/2024_6/20/2025				
Common	Services You May Need	What You Will Pay		*Limitations Everytions 9 Other
Medical Event		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	*Limitations, Exceptions, & Other Important Information
	Home health care	No charge	Not covered	200 visits per plan year. Preauthorization required.
If you need help recovering or have other special health needs	Rehabilitation services	Inpatient: \$100 per admission Outpatient: Preferred: \$0 co-pay visit Non-Preferred: \$10 co-pay visit	Not covered	Inpatient: 90 days per plan year combined therapies. Preauthorization required. Outpatient: 90 visits per plan year combined therapies. Preauthorization required.
	Habilitation services	Inpatient: \$100 per admission Outpatient: Preferred: \$0 co-pay visit Non-Preferred: \$10 co-pay visit	Not covered	
	Skilled nursing care	No charge	Not covered	Unlimited days. Preauthorization required.
	Durable medical equipment	No charge	Not covered	Preauthorization required
Hospice services No c	No charge	Not covered	210 days per plan year. Preauthorization required.	
If your child needs dental or eye care	Children's eye exam	Preferred: \$0 co-pay visit Non-Preferred: \$10 co-pay visit	Not covered	Refractive eye exam
	Children's glasses	Frames: \$80 allowance; Standard single, bifocal or trifocal lenses: \$35 co-pay	Not covered	Available every 24 months through participating EyeMed/ CPS providers
	Children's dental check-	Not covered	Not covered	

<sup>\*</sup> For more information about limitations and exceptions, see the plan or policy document at www.emblemhealth.com/sbc.

#### **Excluded Services & Other Covered Services:**

Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)

- Acupuncture
- Cosmetic surgery
- Dental care

- Hearing aids
- Long-term care
- Most coverage provided outside the United States
- Non-emergency care when traveling outside the U.S.
- Routine foot care
- Weight loss programs

# Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)

- Bariatric surgery (Prior Approval required)
- Chiropractic care

   Infertility treatment (Prior Approval required)

- Private-duty nursing
- Routine eye care

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: New York State Department of Financial Services at 1-800-342-3736 or <a href="www.dfs.ny.gov/">www.dfs.ny.gov/</a>, U.S. Department of Health and Human Services at 1-877-267-2323 x1565 or <a href="www.cciio.cms.gov">www.cciio.cms.gov</a>, U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or <a href="www.dol.gov/ebsa/contactEBSA/consumerassistance.html">www.dol.gov/ebsa/contactEBSA/consumerassistance.html</a> or <a href="www.dol.gov/ebsa/healthreform">www.dol.gov/ebsa/healthreform</a>. Other coverage options may be available to you, too, including buying individual insurance coverage through the <a href="health Insurance Marketplace">Health Insurance Marketplace</a>. For more information about the <a href="marketplace">Marketplace</a>, visit <a href="www.HealthCare.gov">www.HealthCare.gov</a> or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your right, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information on how to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact:

### **EmblemHealth**

#### By Phone:

Please call the number on your ID card.

### In writing:

EmblemHealth

Grievance and Appeals Department

P.O. Box 2801

New York, NY 10116-2807

Website: www.emblemhealth.com

#### For All Coverage Types

**New York State Department of Financial Services** 

**By Phone**: 1-800-342-3736

In writing:

New York State Department of Financial Services

Consumer Assistance Unit One Commerce Plaza Albany, NY 12257

Website: www.dfs.ny.gov

<sup>\*</sup> For more information about limitations and exceptions, see the plan or policy document at www.emblemhealth.com/sbc.

**For HMO Coverage** 

**New York State Department of Health** 

**By Phone:** 1-800-206-8125

In writing:

New York State Department of Health Office of Health Insurance Programs

Bureau of Consumer Services – Complaint Unit

Corning Tower – OCP Room 1607

Albany, NY 12237

Email: managedcarecomplaint@health.ny.gov

Website: www.health.ny.gov

**Consumer Assistance Program** 

**New York State Consumer Assistance Program** 

**By Phone:** 1-888-614-5400

In writing:

Community Health Advocates 633 Third Avenue, 10<sup>th</sup> Floor

New York, NY 10017 Email: cha@cssny.org

Website: www.communityhealthadvocates.org

**For Group Coverage:** 

U.S. Department of Labor

**Employee Benefits Security Administration** at 1-866-444-EBSA (3272)

Website: www.dol.gov/ebsa/healthreform

#### Does this plan provide Minimum Essential Coverage? Yes

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

#### Does this plan meet the Minimum Value Standards? Yes

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

# **Language Access Services:**

Spanish (Español): Para obtener asistencia en Español, llame al 1-800-624-2414

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-624-2414

Chinese (中文): 如果需要中文的帮助,**请拨打这个号码** 1-800-624-2414 Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-800-624-2414

To see examples of how this <u>plan</u> might cover costs for a sample medical situation, see the next section.

PRA Disclosure Statement: According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1146. The time required to complete this information collection is estimated to average 0.08 hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

<sup>\*</sup> For more information about limitations and exceptions, see the plan or policy document at www.emblemhealth.com/sbc.

City of New York 7/1/2024 - 6/30/2025



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

# Peg is having a baby

(9 months of in-network pre-natal care and a hospital delivery)

■ The <u>plan's overall deductible</u> \$0

■ Specialist (cost sharing) \$10

■ Hospital (facility) cost sharing \$100

Other cost sharing \$61

#### This EXAMPLE event includes services like:

Specialist office visits (prenatal care)
Childbirth/Delivery Professional Services
Childbirth/Delivery Facility Services Diagnostic
tests (ultrasounds and blood work) Specialist
visit (anesthesia)

Total Example Cost	\$12,700
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In the example, Peg would pay:

1 7 5 1 3		
Cost Sharing		
<u>Deductibles</u>	\$0	
<u>Copayments</u>	\$321	
Coinsurance	\$0	
What isn't covered		
Limits or exclusions	\$61	
The total Peg would pay is	\$382	

# Managing Joe's type 2 diabetes

(a year of routine in-network care of a well-controlled condition)

■ The plan's overall deductible \$0

■ Specialist (cost sharing) \$10

■ Hospital (facility) cost sharing \$100

Other cost sharing \$23

#### This EXAMPLE event includes services

like: Primary care physician office visits

(including disease education)

Diagnostic tests (blood work)

Prescription drugs

Durable medical equipment (glucose meter)

Total Example Cost	\$5,600
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#### In the example, Joe would pay:

Cost Sharing			
<u>Deductibles</u>	\$0		
<u>Copayments</u>	\$413		
Coinsurance	\$0		
What isn't covered			
Limits or exclusions	\$23		
The total Joe would pay is	\$436		

### **Mia's Simple Fracture**

(in-network emergency room visit and follow up care)

■ The plan's overall deductible \$0

■ Specialist (cost sharing) \$10

■ Hospital (facility) cost sharing \$150

Other cost sharing \$0

#### This EXAMPLE event includes services like:

<u>Emergency room care</u> (including medical supplies)

Diagnostic test (x-ray)

**Durable medical equipment (crutches)** 

Rehabilitation services (physical therapy)

# Total Example Cost \$2,800

#### In the example, Mia would pay:

<u>Cost Sharing</u>	
<u>Deductibles</u>	\$0
<u>Copayments</u>	\$288
<u>Co-insurance</u>	\$0
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$288



ATTENTION: Language assistance services, free of charge, are available to you. Call **1-877-411-3625**. TTY/TDD: **711**.

# **Español (Spanish)**

ATENCIÓN: Usted tiene a su disposición, gratis, servicios de ayuda para idiomas. Llame al 1-877-411-3625 (TTY/TDD: 711).

#### 中文 (Traditional Chinese)

注意:我們免費提供相關的語言協助服務。請致電 1-877-411-3625 (TTY/TDD: 711)。

### Русский (Russian)

ВНИМАНИЕ! Вам доступны бесплатные услуги переводчика. Звоните по тел. **1-877-411-3625** (служба текстового телефона TTY/TDD: **711**).

#### Kreyòl Ayisyen (Haitian Creole)

ATANSYON: Gen sèvis èd nan lang gratis ki disponib pou ou. Rele nimewo 1-877-411-3625 (TTY/TDD: 711).

#### 한국어 (Korean)

주의: 귀하에게 언어 지원 서비스가 무료로 제공됩니다. 1-877-411-3625(TTY/TDD: 711)번으로 전화하십시오.

### Italiano (Italian)

ATTENZIONE: sono disponibili servizi gratuiti di assistenza linguistica. Chiami il numero 1-877-411-3625 (TTY/TDD: 711).

אידיש (Yiddish)

אכטונג: שפראך הילף סערוויסעס, אהן קיין פרייז, זיינען דא צו באקומען פאר אייך. רופט **1-877-411 (TTY/TDD: 711)**.

#### বাংলা (Bengali)

মনোযোগ দিন: ভাষা সহায়তা পরিষেবাগুলি আপনার জন্য বিনামূল্যে উপলব্ধ আছে। 1-877-411-3625 (TTY/TDD: 711) নম্বরে ফোন করুন।

### Polski (Polish)

UWAGA: dostępna jest bezpłatna pomoc językowa. Prosimy zadzwonić pod numer 1-877-411-3625 (TTY/TDD: 711).

(Arabic) العربية

يُرجى الانتباه: تتوفر لك خدمات المساعدة اللغوية مجاناً، اتصل على الرقم 3625-411-877-1 أو (TTY/TDD: 711).

#### Français (French)

ATTENTION : une assistance d'interprétation gratuite est à votre disposition. Veuillez composer le **1-877-411-3625** (TTY/TDD : **711**).

(Urdu) اردو

توجه دین:آپ کے لیے زبان سے متعلق اعانت کی خدمات، مفت دستیاب ہیں۔ 3625-411 -877 (TTY/TDD: 711) پر کال کریں۔

# Tagalog (Tagalog)

NANANAWAGAN NG PANSIN: Mayroon kang magagamit na mga serbisyo para sa tulong sa wika nang walang bayad. Tawagan ang **1-877-411-3625** (TTY/TDD: **711**).

### Ελληνικά (Greek)

ΠΡΟΣΟΧΗ: Διατίθενται για σας υπηρεσίες γλωσσικής βοήθειας, δωρεάν. Καλέστε το **1-877-411-3625** (για άτομα με προβλήματα ακοής (TTY/TDD): **711**).

#### Shqip (Albanian)

VINI RE: Shërbime ndihmore për gjuhën, falas, janë në dispozicionin tuaj. Telefononi në 1-877-411-3625 (TTY/TDD: 711).

#### NOTICE OF NONDISCRIMINATION POLICY

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

# EmblemHealth:

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

If you need these services, please call member services at **1-877-411-3625** (TTY/TDD: **711**).

If you believe that EmblemHealth has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with EmblemHealth Grievance and Appeals Department, PO Box 2844, New York, NY 10116, or call member services at **1-877-411-3625**. (Dial **711** for TTY/TDD services.) You can file a grievance in person, by mail or by phone. If you need help filing a grievance, EmblemHealth's Grievance and Appeals Department is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights electronically through the Office of Civil Rights Complaint Portal, available at **ocrportal.hhs.gov/ocr/portal/lobby.jsf** or by mail or phone at **U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201**; **1-800-368-1019**, (dial **1-800-537-7697** for TTY services).

Complaint forms are available at hhs.gov/ocr/office/file/index.html.