



MASSACHUSETTS

SUMMARY OF BENEFITS



HARVARD UNIVERSITY
GROUP HEALTH PLAN



Network Blue

Harvard University Group Health Plan

HUGHP - SEIU Arnold - HMO

This is a summary of your benefits administered by Harvard University Group Health Plan (HUGHP). If you have questions, visit hughp.harvard.edu or contact HUGHP Member Services at 1-617-495-2008.

Your Care

Your Primary Care Provider (PCP)

When you join this plan, you must choose a primary care provider (PCP) for you and each member of your family from the HUGHP network of participating providers. If you need help finding a PCP, visit hughp.harvard.edu or call HUGHP Member Services. Once you have chosen a PCP for yourself and any dependents on your plan, call HUGHP Member Services to let them know your selection(s). Taking this step is essential to ensure claims payment.

Your HUGHP PCP is the first person you should call when you need medical care. He or she will evaluate your condition and decide the most appropriate course of treatment. Your PCP may also work with the Plan Administrator concerning the Utilization Review Requirements, which are Pre-Admission Review, Concurrent Review and Discharge Planning, Prior Approval for Certain Outpatient Services, and Individual Case Management. Information concerning Utilization Review is detailed in your benefit description.

If you need to see a specialist, your PCP will make sure that any necessary referrals are in place. If you are scheduled to see a specialist and are uncertain if a referral is in place, be sure to call your PCP's office to confirm.

Your Out-of-Pocket Maximum

Your out-of-pocket maximum is the most that you could pay during a plan year for copayments for covered services. The calendar year begins on January 1 and ends on December 31 of each year. . Your out-of-pocket maximum during the plan year is **\$2,000** per member (or **\$6,000** per family).

Urgent Care

If you need care right away, always call your PCP first. Your PCP's office will determine if you need to be seen, will schedule an appointment if necessary, and tell you where to go to seek treatment. Depending on the urgency of your condition, you will be seen in a medical office or instructed to go to the nearest emergency room. The copayment you are charged will depend on where you are seen.

Emergency Room Services

In an emergency, such as a suspected heart attack, stroke, or poisoning, you should go directly to the nearest medical facility or call **911** (or the local emergency phone number). You pay a copayment per visit for emergency room services. This copayment is waived if you are admitted to the hospital or for an observation stay. See the chart for your cost share.

Telehealth Services

You are covered for certain medical and mental health services for conditions that can be treated through video visits from an approved telehealth provider. Most telehealth services are available by using the Well Connection website at wellconnection.com on your computer, or the Well Connection app on your mobile device, when you prefer not to make an in-person visit for any reason to a doctor or therapist. Some providers offer telehealth services through their own video platforms. For a list of telehealth providers, consult the Provider Directory, or call the HUGHP Member Service number on your ID card.

Service Area

The plan's service area includes all cities and towns in the Commonwealth of Massachusetts. The service area is the geographic area in which you will receive all of your health care services and supplies.

When Outside the Service Area

If you're traveling outside the service area and you need urgent or emergency care, you should go to the nearest appropriate health care facility. You are covered for the urgent or emergency care visit and one follow-up visit while outside the service area. Any additional follow-up care must be arranged by your PCP. See your benefit description for more information.

Dependent Benefits

This plan covers dependents until the end of the calendar month in which they turn age 26, regardless of their financial dependency, student status, or employment status. See your benefit description (and riders, if any) for exact coverage details.

Domestic Partner Coverage

Domestic partner coverage may be available for eligible dependents. Contact your plan sponsor for more information.

Your Medical Benefits

HUGHP provides health care services through its network of participating primary care providers. The network includes the group practices based at Harvard University Health Services (HUHS), Harvard Vanguard Medical Associates (HVMA), Dedham Medical Associates, Granite Medical Group and PMG Physician Associates. Each of these multi-specialty group practices offers a wide range of primary and specialty medical services.

Covered Services	Your Cost
Preventive Care	
Well-child care visits	Nothing
Routine adult physical exams, including related tests	Nothing
Routine GYN exams, including related lab tests (one per calendar year)	Nothing
Routine hearing exams, including routine tests	Nothing
Hearing aids	Nothing
Routine vision exams (one per calendar year)	Nothing
Family planning services—office visits	Nothing
Outpatient Care	
Emergency room visits	\$75 per visit (waived if admitted or for observation stay)
Office or health center visits (medical and specialty)	\$20 per visit
Mental health or substance use treatment—office visits	\$20 per visit
Telehealth services for simple medical conditions or mental health	\$20 per visit
Acupuncture services (up to 20 visits per calendar year)	\$20 per visit
Chiropractors' office visits (up to 18 visits per calendar year)	\$20 per visit
Short-term rehabilitation therapy—physical and occupational (up to 60 visits per type of therapy per calendar year*)	\$20 per visit
Speech, hearing, and language disorder treatment—speech therapy	\$20 per visit
Diagnostic X-rays and lab tests, including CT scans, MRIs, PET scans, and cardiac imaging tests	Nothing
Home health care and hospice services	Nothing
Oxygen and equipment for its administration	Nothing
Durable medical equipment—such as wheelchairs, crutches, hospital beds	Nothing
Prosthetic devices	Nothing
Surgery and related anesthesia in an office or health center	\$20 per visit**
Surgery in an ambulatory surgical facility, hospital outpatient department, or surgical day care unit	Nothing
Inpatient Care (including maternity care)	
General or chronic disease hospital care (as many days as medically necessary)	Nothing
Mental hospital or substance use facility care (as many days as medically necessary)	Nothing
Rehabilitation hospital care (up to 60 days per calendar year)	Nothing
Skilled nursing facility care (up to 100 days per calendar year)	Nothing

* No visit limit applies when short-term rehabilitation therapy is furnished as part of covered home health care or for the treatment of autism spectrum disorders.

** Copayment waived for restorative dental services and orthodontic treatment or prosthetic management therapy for members under age 18 to treat conditions of cleft lip and cleft palate.

Get the Most from Your Plan

Visit hughp.harvard.edu or call HUGHP Member Services at 1-617-495-2008 to learn about discounts, savings, resources, and special programs available to you, like those listed below.

<p>Wellness Participation Program</p> <p>Fitness Reimbursement: a benefit that rewards participation in qualified fitness programs This fitness benefit applies for fees paid to: a health club with cardiovascular and strength-training equipment; or a fitness studio offering instructor-led group classes for certain cardiovascular and strength-training programs. (See your subscriber certificate for details.)</p> <p>Weight Loss Reimbursement: a benefit that rewards participation in a qualified weight loss program This weight loss program benefit applies for fees paid to: hospital-based or non-hospital-based weight loss programs that focus on eating and physical activity habits and behavioral/lifestyle counseling with certified health professionals. (See your subscriber certificate for details.)</p>	<p>\$150 per calendar year per policy</p> <p>\$150 per calendar year per policy</p>
<p>24/7 Nurse Care Line—A 24-hour nurse line to answer your health care questions—call 1-888-247-2583</p>	<p>No additional charge</p>

Questions?

For questions, call HUGHP Member Services at 1-617-495-2008.

Limitations and Exclusions. These pages highlight some of the benefits under your HUGHP/Network Blue plan. The benefits described are covered when arranged by your HUGHP primary care physician. Your benefit description defines the terms and conditions of your coverage. Should any questions arise concerning benefits, the benefit description will govern. Some of the services the plan doesn't cover are: prescription drugs for use outside of the hospital; custodial care; cosmetic surgery; dental care; and any services covered by workers' compensation. For a complete list of limitations and exclusions, please refer to your benefit description.

Note: The Plan Administrator administers claims payment only and does not assume financial risk for claims.