

Platinum Standard

Copay Plan
2023



univera[®]
HEALTHCARE

Understanding *How It Works*

A copay plan is a type of health insurance plan that offers you predictable out-of-pocket costs for most covered health care services. The plan is designed to meet the needs of individuals and families. You'll have coverage for things like:

- Hospitalization
- Maternity and newborn care
- Urgent care visits
- No-cost preventive care
- Doctor visits
- Specialty care
- Prescription drugs
- Laboratory coverage
- Choice of doctors and hospitals
- Telemedicine and telehealth visits
- ExerciseRewards™ & Active&Fit Enterprise™ fitness benefits
- \$50 reward for annual dental cleaning/exam
- Pediatric vision and dental
- To help you understand your plan, this brochure provides explanations and examples.



About the plan:



Preventive care can help you avoid getting sick and improve your health. With a copay plan, preventive services such as routine physicals, screenings and vaccinations are covered in full.



For services other than preventive care, you are responsible for paying a flat dollar amount for most medical services, like going to the doctor when you're sick or getting a prescription filled. And since you don't have to meet a deductible first, you pay a copay for most covered services on the first day your coverage begins.



To help with your costs, there is an out-of-pocket maximum that limits how much you have to pay out of your own pocket for health care services each year, not including monthly premiums. If you reach that maximum out-of-pocket amount, your care is covered in full.



Important terms to know

Copay - This is a fixed amount you pay each time you use a medical service, such as a doctor's office visit, prescription refill or a hospital stay. **For example**, let's say your coverage includes a \$20 copay for a doctor's office visit. You go to your doctor for strep throat, you pay \$20 at the time of your visit and we pay the rest.

Coinsurance - Your share of the costs of a covered health care service, calculated as a percent (for example, 20%). **For example**, let's say your child's eye glasses are \$100. Your plan covers 80%. So, your coinsurance payment of 20% would be \$20. The health insurance company would pay the rest or \$80.

The top 3 things to know

- 1 What benefits are free?**
 - Preventive care for you (and your family) is covered in full on the first day your coverage begins.
- 2 Does my plan have a deductible? If so, what does it apply to?**
 - No, this plan does not have a deductible.
- 3 How much will I pay out-of-pocket for this plan? And how does it add-up (or aggregate)?**
 - All of our plans have a maximum amount that any one person will pay called an Out-of-Pocket Maximum (OOPM).
 - Each person will only have to pay their own OOPM amount. Once that amount is reached, care is covered in full for that person.
 - When covering more than one person, care is covered in full for everyone once any combination of members reaches the family OOPM.

Covered in full - 100% of the total cost is covered by the health insurance company and you do not have to pay anything.

Deductible - The amount of money you have to pay before we will make any payments toward health care services.

Out-of-pocket maximum - A specific amount that limits how much you have to pay out of your own pocket for health care services during a particular time period, not including monthly premiums.

Ways to stretch your health care dollars



Our plans come with access to programs and online resources to help you stay healthy and get the most value for your dollar.

You can manage your health care costs online at Member.UniveraHealthcare.com

View and order member cards, track deductibles and out-of-pocket spending, find a health care provider, access your benefits and claims information, estimate medical costs, pay your premium bill, and more.

Download Our Mobile App - 24/7 access to your member card, claims, account information, pay your bill, and more.



Member Benefits and Health Perks

NEW! Calm[®]† - All plans will now include Calm Stress Management program to help members manage stress and support better emotional wellbeing.

Our Network - Access more top-quality doctors, hospitals and pharmacies.

Preventive Care - Free preventive care screenings, immunizations and more to help keep you healthy.

Dental Rewards program - You and your spouse or partner earn \$50 per year for getting your annual dental cleaning and exam.

Telemedicine With MDLIVE[®]** - Our partnership with MDLIVE[®] gives you convenient access to medical and behavioral health care 24/7/365 from the comfort of your home — and the visits are covered in full.

Wellframe[®] App - Text with health professionals for advice and guidance, create medication reminders, make daily “to-do” lists, access educational materials, and more.

ExerciseRewards[™] Program[†] - You and your spouse can earn a maximum total of \$600 annually just for working out at a qualifying fitness center. Simply complete at least 50 workouts each 6-month reward period to earn your rewards. Utilize the Active&Fit Enterprise[™] network of thousands of fitness centers for a monthly fee of \$25 to have your workouts tracked automatically towards your rewards. Online fitness and wellness tools are also available at no additional cost.

24/7 Nurse Call Line - Get answers to your health care questions anytime day or night.

Pharmacy Home Delivery - Save time and money by having your prescriptions delivered to your home.*

Perks 4 U - Receive discounts on healthy programs and services.

Health Risk Assessment - Our secure online health assessment will help you identify potential health risk factors and identify areas for improvement.



Enroll Today!

**Visit TheUniveraDifference.com
or call 1-877-827-6027**

†The ExerciseRewards and Active&Fit Enterprise programs are provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of ASH. Members are not required to participate at an ASH-contracted fitness center to be eligible for their reward, however exclusions apply. The ExerciseRewards and Active&Fit Enterprise programs are health improvement and education programs that are not insurance. The ExerciseRewards program is offered under the Active&Fit Enterprise brand. The ExerciseRewards program and the Active&Fit Enterprise programs are offered on behalf of Univera Healthcare. ExerciseRewards, the ExerciseRewards logo, Active&Fit Enterprise, the Active&Fit Enterprise logos, It Pays to be Active, and ASHConnect are trademarks of ASH and used with permission herein. Other names and logos may be trademarks of their respective owners.

††Calm is an independent company that provides a mobile app for sleep, meditation and relaxation to Univera Healthcare members.

*Certain Prescription Drugs may be ordered through pharmacy home delivery supplier at two and a half copays for a 90 day supply.

**MDLIVE[®] is an independent company, offering telehealth services in the Univera Healthcare service area.

Notice of Nondiscrimination

Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, national origin, age, disability, or sex. The Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Health Plan:

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

If you need these services, please refer to the enclosed document for ways to reach us.

If you believe that the Health Plan 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:

Advocacy Department
Attn: Civil Rights Coordinator
PO Box 4717
Syracuse, NY 13221
Telephone number: 1-800-614-6575
TTY number: 1-800-662-1220
Fax: 1-315-671-6656

You can file a grievance in person or by mail or fax. If you need help filing a grievance, the Health Plan's Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Attention: If you speak English free language help is available to you. Please refer to the enclosed document for ways to reach us.

Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.

注意: 如果您说中文, 我们可为您提供免费的语言协助。
请参见随附的文件以获取我们的联系方式。

Внимание! Если ваш родной язык русский, вам могут быть предоставлены бесплатные переводческие услуги. В приложенном документе содержится информация о том, как ими воспользоваться.

Atansyon: Si ou pale Kreyòl Ayisyen gen èd gratis nan lang ki disponib pou ou. Tanpri gade dokiman ki nan anvlòp la pou jwenn fason pou kontakte nou.

주목해 주세요: 한국어를 사용하시는 경우, 무료 언어 지원을 받으실 수 있습니다. 연락 방법은 동봉된 문서를 참조하시기 바랍니다.

Attenzione: Se la vostra lingua parlata è l'italiano, potete usufruire di assistenza linguistica gratuita. Per sapere come ottenerla, consultate il documento allegato.

אויפמערקזאם: אויב איר רעדט אידיש, איז אומזיסטע שפראך הילף אוועילעבל פאר אייך ביטע רעפערירט צום בייגעלייגטן דאקומענט צו זען אופנים זיך צו פארבינדן מיט אונז.

নজর দিন: যদি আপনি বাংলা ভাষায় কথা বলেন তাহলে আপনার জন্য সহায়তা উপলভ্য রয়েছে। আমাদের সঙ্গে যোগাযোগ করার জন্য অনুগ্রহ করে সংযুক্ত নথি পড়ুন।

Uwaga: jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Patrz załączony dokument w celu uzyskania informacji na temat sposobów kontaktu z nami.

تنبيه: إذا كنت تتحدث اللغة العربية، فإن المساعدة اللغوية المجانية متاحة لك. يرجى الرجوع إلى الوثيقة المرفقة لمعرفة كيفية الوصول إلينا.

Remarque : si vous parlez français, une assistance linguistique gratuite vous est proposée. Consultez le document ci-joint pour savoir comment nous joindre.

نوٹ: اگر آپ اردو بولتے ہیں تو آپ کے لیے زبان کی مفت مدد دستیاب ہے۔ ہم سے رابطہ کرنے کے طریقوں کے لیے منسلک دستاویز ملاحظہ کریں۔

Paunawa: Kung nagsasalita ka ng Tagalog, may maaari kang kuning libreng tulong sa wika. Mangyaring sumangguni sa nakalakip na dokumento para sa mga paraan ng pakikipag-ugnayan sa amin.

Προσοχή: Αν μιλάτε Ελληνικά μπορούμε να σας προσφέρουμε βοήθεια στη γλώσσα σας δωρεάν. Δείτε το έγγραφο που εσωκλείεται για πληροφορίες σχετικά με τους διαθέσιμους τρόπους επικοινωνίας μαζί μας.

Kujdes: Nëse flisni shqip, ju ofrohet ndihmë gjuhësore falas. Drejtojuni dokumentit bashkëlidhur për mënyra se si të na kontaktoni.

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