UHC Silver Virtual First (Unlimited \$0 App-based Care, \$3 Tier 2 Rx) (Disponible en español)

Coverage Period: 01/01/2024 - 12/31/2024
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 1-888-200-0405 or visit <u>uhc.com/aca-sample-policy</u>. 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 <u>www.healthcare.gov/sbc-glossary/</u> or call 1-866-487-2365 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	Network: \$3,900 Individual / \$7,800 Family	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered	Yes. Preventive care and categories with a	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a
before you meet your	copay are covered before you meet your	copayment or coinsurance may apply. For example, this <u>plan</u> covers certain <u>preventive services</u>
deductible?	<u>deductible</u> .	without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <u>healthcare.gov/coverage/preventive-care-benefits</u> .
Are there other <u>deductibles</u> for	No.	You don't have to meet <u>deductibles</u> for specific services.
specific services?		
What is the <u>out-of-pocket limit</u>	Network: \$9,100 Individual / \$18,200 Family	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other
for this <u>plan</u> ?		family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family
		out-of-pocket limit has been met.
	Premiums, balance-billing charges, and health	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .
of-pocket limit?	care this <u>plan</u> doesn't cover.	
Will you pay less if you use a	Yes. See <u>uhc.com/xfldocfindvf2024</u> or call 1-	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
network provider?	888-200-0405 for a list of network providers.	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</u> might use an <u>out-of-network provider</u> for some services (such as lab work).
		Check with your <u>provider</u> before you get services.
Do you need a <u>referral</u> to see a	Yes.	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
specialist?		a <u>referral</u> before you see the <u>specialist</u> .



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

Common Medical	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
Event		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you visit a health care <u>provider's</u> office	Primary care visit to treat an injury or illness	\$100 copay /visit, deductible does not apply	Not Covered	Virtual visits - No Charge by a Designated Virtual Provider.
or clinic	Specialist visit	\$100 copay /visit, deductible does not apply	Not Covered	None
	Preventive care/ screening/ immunization	No Charge	Not Covered	You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for.
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	Lab Testing: Free Standing/Office: \$15 copay /service, deductible does not apply Hospital: \$75 copay /service, deductible does not apply X-Ray/Diagnostics: Free Standing/Office: 40% coinsurance Hospital: 50% coinsurance	Not Covered	None
	Imaging (CT/PET scans, MRIs)	Free Standing/Office: 40% coinsurance Hospital: 50% coinsurance	Not Covered	None
If you need drugs to treat your illness or	Tier 1 - Your Lowest Cost Option	No Charge	Not Covered	Provider means pharmacy for purposes of this section. Retail: One month supply up to a 30-day supply or a 90-day
condition More information	Tier 2 – Your Lower Cost Option	\$3 <u>copay</u> /prescription, <u>deductible</u> does not apply	Not Covered	supply at 2.5x the 30-day cost share. Mail-Order: Up to a 90-day supply at 2.5x the 30-day cost share. Specialty drugs limited to a 30-day supply at a network pharmacy. Certain drugs may have a preauthorization requirement. If you don't get preauthorization, benefits will not be covered. Certain preventive medications (including certain contraceptives) are covered at No Charge. See the website listed for information on drugs covered by your plan. Not all drugs are covered.
about prescription drug coverage is	Tier 3 - Your Mid-Range Cost Option	\$30 <u>copay</u> /prescription, <u>deductible</u> does not apply	Not Covered	
available at	Tier 4 – Your Mid-Range Cost Option	\$100 copay /prescription	Not Covered	
4	Tier 5 – Your Higher Cost Option	40% <u>coinsurance</u>	Not Covered	
	Tier 6 – Your Highest Cost Option	50% <u>coinsurance</u>	Not Covered	

EXFL24HM0116852_000 Page 2 of 6

Common Medical	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information	
Event		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)		
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	40% <u>coinsurance</u>	Not Covered	None	
	Physician/surgeon fees	Free Standing/Office: 40% coinsurance Hospital: 50% coinsurance	Not Covered	None	
If you need	Emergency room care	40% coinsurance	40% coinsurance	None	
immediate medical attention	Emergency medical transportation	40% <u>coinsurance</u>	40% coinsurance	None	
	<u>Urgent care</u>	\$100 copay /visit, deductible does not apply	Not Covered	Virtual visits - No Charge by a Designated Virtual <u>Provider</u> .	
If you have a hospital stay	Facility fee (e.g., hospital room)	40% coinsurance	Not Covered	None	
-	Physician/surgeon fees	40% coinsurance	Not Covered	None	
If you need mental health, behavioral health, or substance	Outpatient services	Office Visit: \$50 copay /visit, deductible does not apply Outpatient: 40% coinsurance	Not Covered	None	
abuse services	Inpatient services	40% <u>coinsurance</u>	Not Covered	None	
If you are pregnant	Office visits	No Charge	Not Covered	Cost-sharing does not apply for preventive services.	
	Childbirth/delivery professional services	40% coinsurance	Not Covered	Depending on the type of service, a <u>copayment</u> , <u>coinsurance</u> or <u>deductible</u> may apply. Maternity care may include tests and	
	Childbirth/delivery facility services	40% coinsurance	Not Covered	services described elsewhere in the SBC (i.e. ultrasound.)	
If you need help	Home health care	40% coinsurance	Not Covered	Limited to 20 visits/year.	
recovering or have other special health needs	Rehabilitation services	40% <u>coinsurance</u>	Not Covered	Limits/year: Physical, Occupational, Speech, Manipulative: combined limit 35 visits; Cardiac, Pulmonary: Unlimited visits each No limits apply for treatment of Autism Spectrum Disorder Services.	
	Habilitative services	40% <u>coinsurance</u>	Not Covered	Limits/year: Physical, Occupational, Speech, Manipulative: combined limit 35 visits;	
	Skilled nursing care	40% coinsurance	Not Covered	Limited to 60 days/year (combined with inpatient rehabilitation)	

EXFL24HM0116852_000 Page 3 of 6

Common Medical	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
Event		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
	Durable medical equipment	40% <u>coinsurance</u>	Not Covered	None
	Hospice services	40% coinsurance	Not Covered	None
If your child needs	Children's eye exam	No Charge	Not Covered	Limited to 1 exam/12 months.
dental or eye care	Children's glasses	40% coinsurance	Not Covered	Limited to 1 pair/12 months.
	Children's dental check-up	No Charge	Not Covered	Limited to 2 visits/12 months.

EXFL24HM0116852_000 Page 4 of 6

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.)

- Abortion (except in cases of rape, incest, or when the life Glasses (Adult)
- of the mother is endangered) Acupuncture
- Bariatric surgery
- Cosmetic surgery Dental care (Adult)

- Hearing aids Infertility treatment
- Long-term care
- Non-emergency care when traveling outside the U.S.
- Private duty nursing
- Routine eye care (Adult)
- Routine foot care except as covered for diabetes
- Weight loss programs

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

Chiropractic (manipulative) care - 35 visits/year, combined with PT/OT/ST

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: UnitedHealthcare of Florida, Inc. at 1-888-200-0405 or U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or dol.gov/agencies/ebsa/aboutebsa/ask-a-guestion/ask-ebsa or Florida Office of Insurance Regulation, Florida Department of Financial Services, Division of Consumer Services, 200 East Gaines Street, Tallahassee, FL 32399-4288, 1-888-693-5236. Out of State: 1-850-413-3089. TDD Line: 1-800-640-0886 or floir.com/consumers or Office of Personnel Management Multi State Plan Program: opm.gov/healthcare-insurance/multi-state-plan-program/external-review/. Other coverage options may be available to you, too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit HealthCare.gov or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information on how to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact: the Member Service number listed on the back of your ID card or myuhc.com/exchange or the Employee Benefits Security Administration at 1-866-444-3272 or dol.gov/agencies/ebsa/about-ebsa/ask-a-guestion/askebsa or Florida Office of Insurance Regulation, Florida Department of Financial Services, Division of Consumer Services at 1-888-693-5236, Out of State: 1-850-413-3089, TDD Line: 1-800-640-0886 or floir.com/consumers.

Additionally, a consumer assistance program may help you file your appeal. Contact dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa.

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? Not Applicable.

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 1-888-200-0405

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-888-200-0405

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-888-200-0405

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-888-200-0405

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

EXFL24HM0116852 000 Page 5 of 6

About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this plan might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your providers charge, and many other factors. Focus on the cost-sharing amounts (deductibles, copayments and coinsurance) and excluded services under the plan. Use this information to compare the portion of costs you might pay under different health plans. 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</u> overall <u>deductible</u>	\$3,900
■ Specialist copayment	\$100
■ Hospital (facility) <u>coinsurance</u>	40%
Other coinsurance	40%

This EXAMPLE event includes services like:

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

Total Example Cost	\$12,700	
In this example, Peg would pay:		
Cost Sharing		
<u>Deductibles</u>	\$3,900	
<u>Copayments</u>	\$200	
Coinsurance	\$2,400	
What isn't covered		
Limits or exclusions		
The total Peg would pay is	\$6,560	

Managing Joe's Type 2 Dia	lbetes
(a year of routine in-network care of a w	ell-controlled
condition)	
The <u>plan's</u> overall <u>deductible</u>	\$3,900
Specialist copayment	\$100
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Prescription drugs

Durable medical equipment (glucose meter)

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Specialist copayment	\$100
Hospital (facility) coinsurance	40%
Other coinsurance	40%
This EXAMPLE event includes services Primary care physician office visits (includir education) Diagnostic tests (blood work)	

Total Example Cost	\$5,600
In this example, Joe would pay:	
Cost Sharing	
<u>Deductibles</u>	\$3,300
<u>Copayments</u>	\$900
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$0
The total Joe would pay is	\$4,200

Mia's Simple Fracture

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

■ The plan's overall deductible	\$3,900
■ Specialist copayment	\$100
■ Hospital (facility) coinsurance	40%
■ Other <u>coinsurance</u>	40%

This EXAMPLE event includes services like:

Emergency room care (including medical supplies)

Diagnostic test (x-ray)

Durable medical equipment (crutches)

Rehabilitation services (physical therapy)

Total Example Cost	\$2,800	
In this example, Mia would pay:		
Cost Sharing		
<u>Deductibles</u>	\$2,500	
Copayments	\$200	
Coinsurance	\$0	
What isn't covered	d	
Limits or exclusions	\$0	
The total Mia would pay is	\$2,700	