UHC Silver-X Virtual First (Unlimited App-based Care) (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 plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) 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 1-888-200-0325 or visit uhc.com/aca-sample-policy. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms, see the Glossary. You can view the Glossary at www.healthcare.gov/sbc-glossary/ or call 1-866-487-2365 to request a copy.

| Important Questions                     | Answers   | Why This Matters:   |
|---|---|---|
| What is the overall <u>deductible</u> ? | Network: \$3,800 Individual / \$7,600 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              | <u>copayment</u> or <u>coinsurance</u> 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.   |
| <u> </u>                                | 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/xildocfindvf2024</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?                       | 888-200-0325 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 provider 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.

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| Common Medical                                      | Services You May Need                            | What You  | ı 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/<br>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                                  | Diagnostic test (x-ray, blood work)              | Lab Testing: Free Standing/Office: \$10 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<br>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<br>Option               | \$3 <u>copay</u> /prescription,<br><u>deductible</u> does not apply   | Not Covered                                     | supply at 2.5x the 30-day <u>cost share</u> .  Mail-Order: Up to a 90-day supply at 2.5x the 30-day <u>cost</u>   |
| about <u>prescription</u><br>drug coverage is       | Tier 3 - Your Mid-Range<br>Cost Option           | \$30 <u>copay</u> /prescription,<br><u>deductible</u> does not apply  | Not Covered                                     | share. Specialty drugs limited to a 30-day supply at a network  |
| available at uhc.com/xildruglist202                 | Tier 4 – Your Mid-Range<br>Cost Option           | \$100 copay /prescription   | Not Covered                                     | pharmacy.  Certain drugs may have a <u>preauthorization</u> requirement. If you don't get preauthorization, honofits will not be governed. Cortain  |
| 4   | Tier 5 – Your Higher Cost<br>Option              | 40% <u>coinsurance</u>  | Not Covered                                     | don't get <u>preauthorization</u> , benefits will not be covered. Certain preventive medications (including certain contraceptives) are covered at No Charge.   |
|   | Tier 6 – Your Highest Cost<br>Option             | 50% <u>coinsurance</u>  | Not Covered                                     | See the website listed for information on drugs covered by your plan. Not all drugs are covered.  Insulin products listed on the Prescription Drug List are covered at No Charge at a network pharmacy. |

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| Common Medical   | Services You May Need                          | What You  | u 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%<br>coinsurance<br>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<br>health, behavioral<br>health, or substance<br>abuse services | Outpatient services                            | Office Visit: \$100 copay /visit, deductible does not apply Outpatient: 40% coinsurance | Not Covered                                     | None   |  |
|  | 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% <u>coinsurance</u>  | 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% <u>coinsurance</u>  | Not Covered                                     | services described elsewhere in the SBC (i.e. ultrasound.)   |  |
| If you need help   | Home health care                               | 40% coinsurance   | Not Covered                                     | None   |  |
| other special health   | Rehabilitation services                        | 40% coinsurance   | Not Covered                                     | Limits/year: Physical, Occupational, Speech, Cardiac, Pulmonary: Unlimited visits each   |  |
| needs  | Habilitative services                          | 40% <u>coinsurance</u>  | Not Covered                                     | Limits/year: Physical, Occupational, Speech: Unlimited visits each   |  |
|  | Skilled nursing care                           | 40% coinsurance   | Not Covered                                     | None   |  |
|  | Durable medical equipment                      | 40% <u>coinsurance</u>  | Not Covered                                     | None   |  |

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| 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<br>(You will pay the most) |  |
|                     | 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.                         |

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### **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  | Glasses (Adult)  | Routine eye care (Adult)   |
| Cosmetic surgery   | Long-term care   | <ul> <li>Routine foot care - except as covered for diabetes</li> </ul> |
| Dental care (Adult)  | <ul> <li>Non-emergency care when traveling outside the U.S.</li> </ul> | Weight loss programs   |

| Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.) |   |  |  |
|--|---|--|--|
| Abortion   | <ul> <li>Chiropractic (manipulative) care - 25 visits/year</li> </ul> | <ul> <li>Infertility treatment - cycle limits may apply</li> </ul> |  |
| Bariatric surgery  | Hearing aids  | <ul> <li>Private duty nursing - home health care only</li> </ul>   |  |

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 Illinois, Inc. at 1-888-200-0325 or U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or <a href="doi:10.1090/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa">doi:10.1090/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa</a> or Illinois Department of Insurance Consumer Services Section, Chicago Office: 122 S. Michigan Ave., 19th Floor, Chicago, IL 60603, Springfield Office: 320 W. Washington Springfield, IL 62767, 1-877-527-9431 or <a href="insurance.illinois.gov">insurance.illinois.gov</a> or Office of Personnel Management Multi State Plan Program: <a href="opm.gov/healthcare-insurance/multi-state-plan-program/external-review/">opm.gov/healthcare-insurance/multi-state-plan-program/external-review/</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 Marketplace, visit <a href="Health Care.gov">Health Care.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 rights, 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: the Member Service number listed on the back of your ID card or <u>myuhc.com/exchange</u> or the Employee Benefits Security Administration at 1-866-444-3272 or <u>dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa</u> or Illinois Department of Insurance Consumer Services Section, at 1-877-527-9431 or <u>insurance.illinois.gov</u>.

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

## 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 1-888-200-0325

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-888-200-0325

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-888-200-0325

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-888-200-0325

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

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## **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 plan's overall deductible   | \$3,800 |
|-----------------------------------|---------|
| ■ Specialist copayment            | \$100   |
| ■ Hospital (facility) coinsurance | 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>              | \$3,800  |
| Copayments                      | \$100    |
| <u>Coinsurance</u>              | \$2,400  |
| What isn't covered              |          |
| Limits or exclusions            | \$60     |
| The total Peg would pay is      | \$6,360  |

| Managing Joe's Type 2 Dia                     | betes          |
|---|----------------|
| (a year of routine in-network care of a w     | ell-controlled |
| condition)                                    |                |
| ■ The <u>plan's</u> overall <u>deductible</u> | \$3,800        |
| Specialist copayment                          | \$100          |
| Usanital /facility) salmayranas               | 400/           |

### This EXAMPLE event includes services like:

Primary care physician office visits (including disease education)

Diagnostic tests (blood work)

Prescription drugs

Other coinsurance

Durable medical equipment (glucose meter)

| Managing Joe's Type 2 Dial<br>(a year of routine in- <u>network</u> care of a we<br>condition) |         |
|--|---------|
| The plan's overall deductible  | \$3,800 |
| Specialist copayment   | \$100   |
| Hospital (facility) coinsurance  | 40%     |

# Specialist copayment

**Mia's Simple Fracture** 

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

■ Hospital (facility) coinsurance 40%

40% Other coinsurance

### This EXAMPLE event includes services like:

Emergency room care (including medical supplies)

Diagnostic test (x-ray)

40%

Durable medical equipment (crutches)

■ The plan's overall deductible

Rehabilitation services (physical therapy)

| \$5,600 |
|---------|
|         |
|         |
| \$200   |
| \$800   |
| \$0     |
|         |
| \$0     |
| \$1,000 |
|         |

| \$2,500 |
|---------|
| \$200   |
| \$0     |
| d       |
| \$0     |
| \$2,700 |
|         |

\$3,800

\$100