

Fallon Community Health Plan, Inc. Schedule of Benefits

This Schedule of Benefits is part of your
Community Care *Member Handbook/Evidence of Coverage*.
It describes your costs for health care.

This Schedule of Benefits shows your copayments and coinsurance for the covered services outlined in the Community Care *Member Handbook/Evidence of Coverage*. It also outlines any of your benefits that differ from those shown in the *Member Handbook/Evidence of Coverage*. The information in this document replaces any information in your *Member Handbook/Evidence of Coverage* that conflicts with it. If you have any questions about your benefits, please call Customer Service at 1-800-868-5200 (TRS 711).



This health plan **meets Minimum Creditable Coverage standards** and **will satisfy** the individual mandate that you have health insurance.

MASSACHUSETTS REQUIREMENT TO PURCHASE HEALTH INSURANCE:

As of January 1, 2009 the Massachusetts Health Care Reform Law requires that Massachusetts residents, eighteen (18) years of age and older, must have health coverage that meets the Minimum Creditable Coverage standards set by the Commonwealth Health Insurance Connector, unless waived from the health insurance requirement based on affordability or individual hardship. For more information, call the Connector at 1-877-MA-ENROLL or visit the Connector website (www.mahealthconnector.org).

This health plan **meets Minimum Creditable Coverage standards** that are effective January 1, 2023 as part of the Massachusetts Health Care Reform Law. If you purchase this plan, you **will satisfy** the statutory requirement that you have health insurance meeting these standards.

THIS DISCLOSURE IS FOR MINIMUM CREDITABLE COVERAGE STANDARDS THAT ARE EFFECTIVE JANUARY 1, 2023. BECAUSE THESE STANDARDS MAY CHANGE, REVIEW YOUR HEALTH PLAN MATERIAL EACH YEAR TO DETERMINE WHETHER YOUR PLAN MEETS THE LATEST STANDARDS.

If you have questions about this notice, you may contact the Division of Insurance by calling (617) 521-7794 or visiting its website at www.mass.gov/doi.

The following apply to your *Member Handbook/Evidence of Coverage*:

Out-of-pocket maximum

There is a limit to your out-of-pocket costs each benefit period. This is called your out-of-pocket maximum. The out-of-pocket maximum includes coinsurance and copayments you pay. It does not include your plan premium. **Your out-of-pocket maximum is \$1,500 per member/\$3,000 per family.** Each member must meet the per-member out-of-pocket maximum unless the family out-of-pocket maximum applies. The family out-of-pocket maximum is considered met when any combination of members in a family reaches the family out-of-pocket maximum. Please note that once any one member in a family accumulates **\$1,500** in out-of-pocket costs, that family member's out-of-pocket maximum is considered met, and that family member will have no additional out-of-pocket costs for the remainder of the benefit period.

Prescription medication out-of-pocket maximum

There is a limit to what you will have to pay for covered prescription medications you receive during the benefit period. This is called your prescription medication out-of-pocket maximum. Your prescription medication out-of-pocket maximum includes any coinsurance and copayments you pay for prescription medications. Your prescription medication out-of-pocket maximum does not include your premium charge or any costs you incur for health care services. Your prescription medication out-of-pocket maximum is \$750 per member/\$1,500 per family per benefit period.

Domestic partner coverage

You may include a domestic partner and his/her dependents under your family coverage. A domestic partner is defined as a partner of the same or opposite sex whom you have registered with your employer for eligibility for benefits, and have included under your family coverage for health insurance.

It Fits!™ benefit

Your contract includes coverage for services provided under the It Fits!™ program to a maximum of \$150.

Covered services

The following chart shows your costs for covered services. These costs apply to the services in the **Description of benefits** section of your *Member Handbook/Evidence of Coverage*. In summary, your responsibilities are as follows:

Covered services	Benefits
Abortion services 1. Abortion and abortion related services	Covered in full
Ambulance services 1. Ambulance transportation for an emergency 2. Ambulance transportation for non-emergency situations, when medically necessary	Covered in full Covered in full
Autism services <i>Prior authorization required</i> 1. Habilitative and rehabilitative care 2. Applied behavior analysis when supervised by a board certified behavioral analyst 3. Therapeutic care, services including speech, physical and occupational therapy	Covered in full Covered in full Covered in full
Durable medical equipment and prosthetic/orthotic devices <i>Referral and prior authorization required for most services</i> 1. The purchase or rental of durable medical equipment and prosthetic/orthotic devices (including the fitting, preparing, repairing and modifying of the appliance) 2. Scalp hair prosthesis (wigs) for individuals who have suffered hair loss as a result of the treatment of any form of cancer or leukemia. Coverage is provided for one scalp hair prosthetic (wig) per member per benefit period when the prosthesis is determined to be medically necessary by a plan physician and the plan 3. Breast prosthesis that is medically necessary after a covered reconstructive surgery following a mastectomy 4. Prosthetic limbs which replace, in whole or in part, an arm or leg 5. Insulin pump and insulin pump supplies 6. Breast pumps (including related replacement parts) and storage bags for breast milk, when obtained through Fallon's Oh Baby! program. Coverage includes up to two of each replacement part per each six-month period, and up to 120 storage bags per month. 7. Up to \$2,000 per ear for hearing aid device only, every 36 months (must be 21 years of age or younger) <ul style="list-style-type: none"> • Related services and supplies for hearing aids (not subject to the \$2,000 limit) 8. Medical and surgical supplies	Covered in full Covered in full Covered in full Covered in full Covered in full Covered in full Covered in full Covered in full
Emergency and urgent care 1. Emergency room visits 2. Emergency room visits when you are admitted to an observation room 3. Urgent care visits in a doctor's office or at an urgent care facility 4. Emergency prescription medication provided out of the Community Care service area as part of an approved emergency treatment	\$100 copayment per visit Covered in full \$22 copayment per visit Tier 1: \$12.50 copayment Tier 2: \$25 copayment Tier 3: \$50 copayment for up to a 14-day supply

Questions? Contact Customer Service at: 1-800-868-5200 (TRS 711) or at fallonhealth.org.

Covered services	Benefits
<p><i>Emergency and urgent care, continued</i></p> <p>5. Telemedicine visits with physicians through an approved telehealth vendor. Visits are performed by phone, video, or mobile app.</p>	Covered in full
<p>Enteral formulas and low protein foods <i>Referral and prior authorization required for enteral formulas</i></p> <p>1. Enteral formulas, upon a physician's written order, for home use in the treatment of malabsorption caused by Crohn's disease, ulcerative colitis, gastroesophageal reflux, gastrointestinal motility, chronic intestinal pseudo-obstruction, and inherited diseases of amino acids and organic acids</p> <p>2. Food products that have been modified to be low in protein for individuals with inherited diseases of amino acids and organic acids. You may be required to purchase these products over the counter and submit claims to the plan for reimbursement.</p>	<p>Covered in full</p> <p>Covered in full</p>
<p>Home health care services <i>Prior authorization required</i></p> <p>1. Part-time or intermittent skilled nursing care and physical therapy provided in your home by a home health agency</p> <p>2. Additional services and supplies that are determined to be a medically necessary component of skilled nursing care and physical therapy</p> <p>3. Home dialysis services and non-durable medical supplies</p>	<p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p>
<p>Hospice care services <i>Referral and prior authorization required</i></p>	Covered in full
<p>Hospital inpatient services <i>Referral and prior authorization required</i></p> <p>1. Inpatient hospital services including room and board in a semiprivate room and the services and supplies that would ordinarily be furnished to you while you are an inpatient</p>	\$250 copayment per admission
<p>Infertility/assisted reproductive technology (art) services* <i>Referral and prior authorization required (unless provided by a Reliant Medical Group specialist and you have a Reliant Medical Group PCP)</i></p> <p>1. Office visits for the consultation, evaluation and diagnosis of fertility</p> <p>2. Diagnostic laboratory services</p> <p>3. Diagnostic X-ray services</p> <p>4. Artificial insemination, such as intrauterine insemination (IUI)</p> <p>5. Assisted reproductive technologies* except for those services listed below</p> <p>6. Assisted reproductive technologies for:</p> <ul style="list-style-type: none"> • In vitro fertilization (IVF-ET) • Gamete intrafallopian transfer (GIFT) • Zygote intrafallopian transfer (ZIFT) 	<p>Covered in full per visit with a PCP and certain other providers</p> <p>\$22 copayment per visit with a specialist</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>\$125 copayment per procedure</p>

Covered services	Benefits
<p><i>Infertility/assisted reproductive technology (art) services*, continued</i></p> <p>7. Sperm, egg, and/or inseminated egg procurement, assisted hatching, cryopreservation, processing and banking for plan members in active infertility treatment, to the extent that such costs are not covered by the donor's insurer</p> <p>* See the Description of benefits section of your <i>Member Handbook/Evidence of Coverage</i> for a list of covered infertility/ART services.</p>	<p>Covered in full</p>
<p>Maternity services</p> <p>1. Obstetrical services including prenatal, childbirth, postnatal and postpartum care</p> <p>2. Inpatient maternity and newborn child care for a minimum of 48 hours of care following a vaginal delivery, or 96 hours of care following a Caesarean section delivery, including the charges for the following services when provided during an inpatient maternity admission: childbirth, nursery charges, circumcision, routine examination, hearing screening and medically necessary treatments of congenital defects, birth abnormalities or premature birth. The covered length of stay may be reduced if the mother and the attending physician agree upon an earlier discharge. If you or your newborn are discharged earlier, you are covered for home visits, parent education, assistance and training in breast or bottle feeding and the performance of any necessary and appropriate clinical tests; provided, however that the first home visit shall be conducted by a registered nurse, physician or certified nurse midwife; and provided further, that any subsequent home visit determined to be clinically necessary shall be provided by a licensed health care provider.</p> <p><i>(Fallon Health members are eligible for childbirth classes (refresher class or siblings class))</i></p>	<p>Covered in full</p> <p>\$250 copayment per admission</p> <p>Covered in full through member reimbursement</p>
<p>Mental health and substance use services</p>	

Questions? Contact Customer Service at: 1-800-868-5200 (TRS 711) or at fallonhealth.org.

Covered services	Benefits
<p>Inpatient services</p> <p>1. Inpatient hospital care for as many days as your condition requires, including room and board and the services and supplies that would ordinarily be furnished to you while you are an inpatient. These include, but are not limited to, individual, family and group therapy, pharmacological therapy, and diagnostic laboratory services. Prior authorization not required.</p> <p>Note: Prior authorization will not be required for behavioral health inpatient admission immediately following an emergency room visit.</p>	\$250 copayment per admission
<p>Intermediate services</p> <p><i>Prior authorization required</i></p> <p><i>Intermediate services include but are not limited to:</i></p> <p>1. Acute and other residential treatment: Mental health services provided in a 24-hour setting therapeutic environments.</p> <p>2. Clinically managed detoxification services: 24 hour, 7 days a week, clinically managed de-tox services in a licensed non-hospital setting that include 24 hour per day supervision</p> <p>3. Partial Hospitalization: Short-term day/evening mental health programming available 5 to 7 days per week.</p> <p>4. Intensive outpatient programs: Multimodal, inter-disciplinary, structured behavioral health treatment provided 2-3 hours per day, multiple days per week.</p> <p>5. Day treatment: Program encompasses some portion of the day or week rather than a weekly visit</p> <p>6. Crisis Stabilization: Short-term psychiatric treatment in a structured, community based therapeutic environments.</p> <p>7. In-home therapy services</p> <p>Intermediate services for children and adolescents under the age of 19</p> <p>1. Community-based acute treatment. Prior authorization not required.</p> <p>2. Intensive community-based treatment. Prior authorization not required.</p> <p>3. Intensive Care Coordination</p> <p>4. Family Stabilization Team (also referred to as In-Home Therapy)</p> <p>5. In-home Behavioral Services</p> <p>6. Mobile Crisis Intervention (services available up to seven days). Prior authorization not required.</p> <p>7. Family support and training</p> <p>8. Therapeutic mentoring services</p>	<p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p>
<p>Outpatient services</p> <p>1. Outpatient office visits, including individual, group or family therapy.</p> <p>2. Psychopharmacological services, such as visits with a physician to review, monitor and adjust the levels of prescription medication to treat a mental condition. Prior authorization required.</p>	<p>Covered in full</p> <p>Covered in full</p>

Covered services	Benefits
<p><i>Mental health and substance use services, continued</i></p> <p>3. Neuropsychological assessment services when medically necessary. Prior authorization required.</p> <p>4. Annual mental health wellness exam</p> <p>Note: Effective for plan years beginning on or after October 1, 2015, Massachusetts state law (Chapter 258 of the Acts of 2014) restricts the circumstances in which insurers may require prior authorization for substance use services. We will not require prior authorization for substance use services in any circumstances where this is not allowed by Chapter 258.</p>	<p>Covered in full</p> <p>Covered in full</p>
<p>Office visits and outpatient services</p> <p>1. Office visits, to diagnose or treat an illness or an injury</p> <ul style="list-style-type: none"> • Telehealth visits done via a secure, real time Telemedicine platform which is inclusive of both an audio and visual component. <p>2. A second opinion, upon your request, with another plan provider</p> <p>3. Certain drugs covered under medical benefits, and that are ordered, supplied and administered by a plan provider</p> <p>4. Allergy injections</p> <p>5. Radiation therapy and Chemotherapy</p> <p>6. Respiratory therapy</p> <p>7. Hormone replacement services in the doctor's office for perimenopausal or postmenopausal women</p> <p>8. Diagnostic lab services ordered by a plan provider, in relation to a covered office visit</p> <p>9. Diagnostic X-ray services ordered by a plan provider, in relation to a covered office visit</p> <p>10. Other diagnostic services including but not limited to, EKG, endoscopy, colonoscopy and ultrasound</p> <p>11. High-tech imaging services, including but not limited to, MRI/MRA, CT/CTA, PET scans and nuclear cardiology imaging. Limited to one copayment per day when performed at the same facility for the same diagnosis. (Prior authorization required.)</p> <p>12. Chiropractic services for acute musculoskeletal conditions. The condition must be new or an acute exacerbation of a previous condition. Chiropractic services will be covered as medically necessary.</p> <ul style="list-style-type: none"> • Outpatient lab tests and x-rays 	<p>Covered in full per visit with a PCP or certain other providers</p> <p>\$22 copayment per visit with a specialist</p> <p>Covered in full per visit with a PCP or certain other providers</p> <p>\$22 copayment per visit with a specialist</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p> <p>\$60 copayment per MRI, CT, PET scan or nuclear cardiology image</p> <p>Covered in full</p> <p>See Diagnostic lab, x-ray and high-tech imaging services</p>

Questions? Contact Customer Service at: 1-800-868-5200 (TRS 711) or at fallonhealth.org.

Covered services	Benefits
<i>Office visits and outpatient services, continued</i>	
13. Outpatient renal dialysis at a plan-designated center or continuous ambulatory peritoneal dialysis	Covered in full
14. Diabetes outpatient self-management training and education, including medical nutrition therapy, provided by a certified diabetes health care provider	Covered in full
15. Laboratory tests necessary for the diagnosis or treatment of diabetes, including glycosylated hemoglobin, or HbA1c, tests, and urinary/protein/microalbumin and lipid profiles	Covered in full
16. Medical social services provided to assist you in adjustment to your or your family member's illness. This includes assessment, counseling, consultation and assistance in accessing community resources.	Covered in full
17. Outpatient surgery, anesthesia and the medically necessary preoperative and postoperative care related to the surgery	\$125 copayment per surgery when provided in a hospital outpatient, day surgery or ambulatory care facility
18. Visit to a contracted limited service clinic. Services are provided for a variety of common illnesses, including, but not limited to: <ul style="list-style-type: none"> • strep throat • ear, eyes, sinus, bladder and bronchial infections • minor skin conditions (e.g., sunburn, cold sores) 	\$22 copayment per visit
19. Podiatry care <ul style="list-style-type: none"> • Outpatient lab tests and x-rays • Outpatient surgical services • Outpatient medical care 	See Diagnostic lab, x-ray and imaging services See Outpatient surgery See Office visits
Oral surgery and related services	
<i>Referral and prior authorization required (except for extraction of impacted teeth or lingual frenectomy)</i>	
1. Removal or exposure of impacted teeth, including both hard and soft tissue impactions, or an evaluation for this procedure	\$22 copayment per visit
2. Surgical treatments of cysts, affecting the teeth or gums, that must be rendered by a plan oral surgeon	\$22 copayment per visit
3. Treatment of fractures of the jaw bone (mandible) or any facial bone	\$22 copayment per visit
4. Evaluation and surgery for the treatment of temporomandibular joint disorder when a medical condition is diagnosed, or for surgery related to the jaw or any structure connected to the jaw	\$22 copayment per visit
5. Extraction of teeth in preparation for radiation treatment of the head or neck	\$22 copayment per visit
6. Surgical treatment related to cancer	\$22 copayment per visit

Covered services	Benefits
<p><i>Oral surgery and related services, continued</i></p> <p>7. Emergency medical care, such as, to relieve pain and stop bleeding as a result of accidental injury to sound natural teeth or tissues, when provided as soon as medically possible after the injury. This does not include restorative or other dental services. No referral or authorization is required. Go to the closest provider.</p> <p>Note: See Office visits and outpatient services for diagnostic lab and X-ray services.</p>	<p>Covered in full per visit to a physician's or dentist's office</p> <p>\$100 copayment per visit to an emergency room</p>
<p>Organ transplants <i>Referral and prior authorization required</i></p> <p>1. Office visits related to the transplant</p> <p>2. Inpatient hospital services, including room and board in a semiprivate room and the services and supplies that would ordinarily be furnished to you while you are an inpatient</p> <p>3. Human leukocyte antigen (HLA) or histocompatibility locus antigen testing for A, B or DR antigens, or any combination thereof, necessary to establish bone marrow transplant donor suitability of a member</p>	<p>Covered in full per visit with a PCP and certain other providers</p> <p>\$22 copayment per visit with a specialist</p> <p>\$250 copayment per admission</p> <p>Covered in full</p>
<p>Pediatric dental services <i>(for members under the age of 19)</i></p>	<p>See Addendum: Pediatric Dental Services</p>
<p>Pediatric vision services <i>(for members under the age of 19)</i></p>	<p>See Addendum: Pediatric Vision Services</p>

Covered services	Benefits
<p>Reconstructive surgery <i>Referral and prior authorization required (unless provided by a Reliant Medical Group specialist and you have a Reliant Medical Group PCP)</i></p> <ol style="list-style-type: none"> Inpatient hospital services including room and board in a semiprivate room and the services and supplies that would ordinarily be furnished to you while you are inpatient, including Massachusetts mandated services for cleft lip and cleft palate 	<p>\$250 copayment per admission</p>
<p>Rehabilitation and habilitation services <i>Referral required</i></p> <ol style="list-style-type: none"> Physical and occupational therapy services are covered for up to 60 visits combined per benefit period when medically necessary with a PCP referral. After 60 combined physical and occupational therapy visits, prior authorization based on medical necessity is required for additional visits. Medically necessary services for the diagnosis and treatment of speech, hearing and language disorders when services are provided by a plan provider who is a speech-language pathologist or audiologist; and at a plan facility or a plan provider's office with a PCP referral. After 30 speech therapy visits, prior authorization based on medical necessity is required for additional visits. Cardiac rehabilitation services to treat cardiovascular disease in accordance with state law and Department of Public Health regulations Medically necessary early intervention services delivered by a certified early intervention specialist, according to operational standards developed by the Department of Public Health, for children from birth to their third birthday. Pulmonary rehabilitation services for chronic obstructive pulmonary disease (COPD) are covered for up to two one-hour sessions per day, for up to 36 lifetime sessions. 	<p>\$20 copayment per visit</p> <p>\$20 copayment per visit</p> <p>Covered in full</p> <p>Covered in full</p> <p>Covered in full</p>
<p>Skilled nursing facility services <i>Referral and prior authorization required</i></p> <ol style="list-style-type: none"> Inpatient hospital services, for up to 100 days in each benefit period provided criteria is met, including room and board in a semiprivate room and the services and supplies that would ordinarily be furnished to you while you are an inpatient 	<p>Covered in full</p>
<p>Telehealth services Services delivered via telehealth by plan providers</p> <ol style="list-style-type: none"> Office visits, to diagnose or treat an illness or an injury A second opinion, upon your request, with another plan provider 	<p>Covered in full per visit with a PCP and certain other providers</p> <p>\$22 copayment per visit with a specialist</p> <p>Covered in full per visit with a PCP and certain other providers</p> <p>\$22 copayment per visit with a specialist</p>

Covered services	Benefits
<i>Telehealth services, continued</i>	
3. Office visits for the evaluation, diagnosis, treatment or management of a mental health, developmental or substance use disorder	Covered in full per visit with a PCP and certain other providers \$22 copayment per visit with a specialist
4. Chronic disease management services, i.e., establishment, implementation, revision, or monitoring of a comprehensive care plan for members with multiple (two or more) chronic conditions, including but not limited to diabetes, chronic obstructive pulmonary disease, asthma, congestive heart failure, hypertension, history of stroke, cancer and coronary artery disease.	Covered in full
5. Remote patient monitoring, also known as remote physiologic monitoring, or RPM. RPM involves the collection and analysis of physiologic data that are used to develop and manage a treatment plan related to a chronic and/or acute health illness or condition.	Covered in full

Addendum Pediatric Dental Services

This addendum is part of your *Member Handbook/Evidence of Coverage*.

This addendum provides you with the cost-sharing that you are responsible for when you get covered pediatric dental care from a plan dentist for members under the age of 19. For a list of plan dentists, go to fallonhealth.org or call Customer Service at 1-800-868-5200 (TRS 711).

Preventive and Diagnostic Services

Preventive and Diagnostic Services	Benefits
<ul style="list-style-type: none"> • Comprehensive Evaluation (once per lifetime per provider or location) • Periodic Oral Exams (two per benefit period) • Limited oral evaluation (two per benefit period) • Oral evaluation under 3 years of age (two per benefit period) • Full mouth x-rays (once every 36 months per provider or location) • Panoramic x-rays (once every 36 months per provider or location) • Bitewing x-rays (two per benefit period) • Single tooth x-rays (one per visit) • Teeth cleaning, including minor scaling procedures (two per benefit period) • Fluoride Treatments (one per day per provider or location) • Space maintainers • Sealants (Please note: Sealants are not covered on previously restored teeth) (Once every 36 months per provider or location) 	Covered in full

Basic Covered Services

Basic Covered Services	Benefits
<ul style="list-style-type: none"> • Amalgam restorations (once per benefit period per tooth) • Composite resin restorations (once per benefit period per tooth) • Recement crowns/onlays • Rebase or reline dentures (once every 24 months) • Root canals on permanent teeth (once per lifetime per tooth) • Prefabricated stainless steel crowns (once per lifetime per tooth) • Periodontal scaling and root planning (once every 36 months) • Simple extractions (once per lifetime per tooth, erupted or exposed root) • Surgical extractions (once per lifetime per tooth) • Vital pulpotomy • Apeicocectomy • Palliative care • Anesthesia 	Covered in full

Major Restorative Services

Major Restorative Services	Benefits
<ul style="list-style-type: none"> • Crown, resin (once every 60 months per tooth) • Porcelain/ceramic crowns (once every 60 months per tooth) • Porcelain fused to metal/mobile/high noble crowns (once every 60 months per tooth) • Partial and complete dentures (once every 84 months) 	<p>Covered in full</p>

Orthodontia

Orthodontia	Benefits
<p>Coverage is provided for services under the following conditions: only when medically necessary; patient must have severe and handicapping malocclusion. Prior authorization required.</p>	<p>Covered in full</p>

Related exclusions

1. Any service that is not listed in this addendum is not covered.

Addendum Pediatric Vision Services

This addendum is part of your *Member Handbook/Evidence of Coverage*.

This addendum provides you with the cost-sharing that you are responsible for when you get covered pediatric vision care from a plan vision provider for members under the age of 19. For more information about your eye and vision care benefits, including a list of plan vision providers, go to fallonhealth.org or call Customer Service at 1-800-868-5200 (TRS 711).

Service	Member cost
Eye exam	
Exam with dilation as necessary, once per calendar year	\$0
Frames	
One designated set, once per calendar year	\$0
Lenses:	
Standard lenses	
Single vision	\$0
Bifocal	\$0
Trifocal	\$0
Lenticular	\$0
Progressive lenses	
Standard	\$0
Premium	\$0 copay; 20% off retail price less \$120 allowance
Lens options	
Plastic lenses only. Glass lenses are available at 20% off retail.	\$0
UV treatment	\$0
Tint – includes fashion and gradient tinting, and oversized and glass-grey #3 prescription sunglass lenses	\$0
Standard plastic scratch coating	\$0
Standard polycarbonate (kids under 19)	\$0
Plastic photochromic lenses	\$0
Other options:	
Standard anti-reflective	\$45
Blended segment lenses	80% of retail cost
Polarized lenses	80% of retail cost
Premium anti-reflective costing	80% of retail cost
Hi-Index lenses	80% of retail cost
Other add-ons	80% of retail cost
Additional complete pairs of eyewear	60% of retail

Contact lenses

One pair of conventional contact lenses, in place of eyeglass lenses	\$0 copay then 100% coverage for provider designated contacts
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In place of a pair of conventional contact lenses, the member may elect either of the following options:

- Up to a 6 month supply of monthly or two-week single vision spherical or toric contact lenses
- Up to a 3 month supply of daily disposable single vision spherical contact lenses

Standard contact lens fit and follow-up	Up to \$55
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Premium contact lens fit and follow-up	10% discount from retail price
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Additional conventional contact lenses	85% of retail cost
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Medically necessary contact lenses, in place of other eyewear	\$0
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Additional discounts on vision items are available; see a plan provider or contact the plan for details.

Related exclusions

1. Orthoptic or vision training, subnormal vision aids and any associated supplemental testing; Aniseikonic lenses.
2. Medical and/or surgical treatment of the eye, eyes or supporting structures.
3. Any eye or vision examination, or any corrective eyewear required by a policyholder as a condition of employment; Safety eyewear.
4. Services provided as a result of any Workers' Compensation law, or similar legislation, or required by any governmental agency or program whether federal, state or subdivisions thereof.
5. Non-prescription lenses and/or contact lenses.
6. Non-prescription sunglasses.
7. Two pair of glasses in lieu of bifocals.
8. Services rendered after the date an insured person ceases to be covered under the policy, except when vision materials ordered before coverage ended are delivered, and the services rendered to the insured person are within 31 days from the date of such order.
9. Services or materials provided by any other group benefit plan providing vision care.
10. Lost or broken lenses, frames, glasses, or contact lenses will not be replaced except in the next benefit period when vision materials would become available.

Notice of inclusion resources

At Fallon Health, we believe everyone deserves access to health care without discrimination. We work every day to help people of any age, income level, race, color, ethnicity, national origin, disability, religion, sexual orientation, sex, gender identity, and health status achieve their health goals.

To make sure you have access to all the resources and information necessary to understand and access your health plan benefits, we:

- Provide **free aids and services**—such as qualified sign language interpreters and written information in other formats, including large print, braille, accessible electronic formats and other formats
- Provide **free language services**—such as qualified interpreters and information written in other languages—to people whose primary language is not English.
- Have **dedicated resources, individuals, and teams** that specialize in reviewing our policies to ensure inclusion of the unique needs of our transgender and gender diverse members.

If you need access to or wish to discuss any of this information or resources, **please call us** at the phone number on the back of your member ID card. Or you can email us at cs@fallonhealth.org.

If you believe Fallon or a provider has **discriminated against you or didn't provide these resources**, please tell us. You can write, call, or email us at:

Compliance Director Phone: 1-508-368-9988 (TRS 711)
Fallon Health Email: compliance@fallonhealth.org
10 Chestnut St., Worcester, MA 01608

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights online 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
Phone: 1-800-368-1019 (TDD: 1-800-537-7697)

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Important!

If you, or someone you're helping, has questions about Fallon Health, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-800-868-5200.

Spanish:

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Fallon Health, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-800-868-5200.

Portuguese:

Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Fallon Health, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-800-868-5200.

Chinese:

如果您，或是您正在協助的對象，有關於[插入項目的名稱 Fallon Health] 方面的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話 [在此插入數字 1-800-868-5200]。

Haitian Creole:

Si oumenm oswa yon moun w ap ede gen kesyon konsènan Fallon Health, se dwa w pou resevwa asistans ak enfòmasyon nan lang ou pale a, san ou pa gen pou peye pou sa. Pou pale avèk yon entèprèt, rele nan 1-800-868-5200.

Vietnamese:

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Fallon Health, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-800-868-5200.

Russian:

Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Fallon Health, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 1-800-868-5200.

Arabic:

إن كان لديك أو لدى شخص تساعدُه أسئلة بخصوص Fallon Health، ف لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون اية تكلفة. للتحدث مع مترجم اتصل ب 1-800-868-5200.

Khmer/Cambodian:

ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ មានសំណួរអំពី Fallon Health ឬ, អ្នកមានសិទ្ធិទទួលបានជំនួយនិងព័ត៌មាន បោកនុះភាសា អស់អ្នក បោយមិនអ្វីប្រាក់ ។ បើ ើមិនយាយជាមួយអ្នកអរកដប្រ សូម 1-800-868-5200 ។

French:

Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de Fallon Health, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 1-800-868-5200.

Italian:

Se tu o qualcuno che stai aiutando avete domande su Fallon Health, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, puoi chiamare 1-800-868-5200.

Korean:

만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Fallon Health에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-800-868-5200로 전화하십시오.

Greek:

Εάν εσείς ή κάποιος που βοηθάτε έχετε ερωτήσεις γύρω απο το Fallon Health, έχετε το δικαίωμα να λάβετε βοήθεια και πληροφορίες στη γλώσσα σας χωρίς χρέωση. Για να μιλήσετε σε έναν διερμηνέα, καλέστε 1-800-868-5200.

Polish:

Jeśli Ty lub osoba, której pomagasz ,macie pytania odnośnie Fallon Health, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku .Aby porozmawiać z tłumaczem, zadzwoń pod numer 1-800-868-5200.

Hindi:

यदि आपके ,या आप द्वारा सहायता ककए जा रहे ककसी व्यक्तत के Fallon Health [के बारे में प्रश्न हैं ,तो आपके पास अपनी भाषा में मुफ्त में सहायता और सूचना प्राप्त करने का अधिकार है। ककसी िुभाषण से बात करने के लिए ,1-800-868-5200 पर कॉि करें।

Gujarati:

જો તમે અથવા તમે કોઇને મદદ કરી રહ્યાં તેમ ંથી કોઇને Fallon Health વિશે પ્રશ્નો હોર્ તો તમને મદદ અને મદદ મેળિ નો અધિકાર છે. તે અર્થ વિન તમ રી ભષ મ ં પ્ર પ્ત કરી શક ર છે. દ ભ વષરો િ ત કરિ મ ટે,આ 1-800-868-5200 પર કોલ કરો.

Laotian:

້າທ່ານ, ຫ ຼືອົນທ ັທ່ານກໍາລັງຊ່ວຍເຫ ຼືອ, ມ ອໍາຖາມກ່ຽວກັບ Fallon Health, ທ່ານມ ສິດທ ັຈະໄດ້ຮັບການຊ່ວຍເຫ ຼືອແລະຂໍ້ມູນຂ່າວສານທ ັບັນພາສາຂອງທ່ານບໍ່ມ ອໍາໃຊ້ຈ່າຍ. ການໂອ້ນຄຳບັນຍາຍພາສາ, ໃຫ້ໂທຫາ 1-800-868-5200.