State of Illinois
Central Management Services
Bureau of Benefits

Benefits Handbook

Local Government Health Plan

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Introduction

Your Group Insurance Benefits

Your benefits are a very important part of your compensation package as a member of the Local Government Health Plan. **Please read this handbook carefully as it contains vital information about your benefits.**

The Bureau of Benefits within the Department of Central Management Services (Department) is the bureau that administers the Local Government Health Plan (LGHP) as set forth in the State Employees Group Insurance Act of 1971 (Act). You have the opportunity to review your choices and change your coverage for each plan year during the annual Benefit Choice Period. If a qualifying change in status occurs, you may be allowed to make a change to your coverage that is consistent with the qualifying event. See the section 'Enrollment Periods' for more information.

MyBenefits Marketplace Service Center (MBMP)

The MyBenefits Marketplace Service Center (MBMP) is a custom benefits solution service provider for the Department. The MBMP will manage the detailed enrollment process of member benefits through online technical support via the MyBenefits.illinois.gov website and telephonic support via the MyBenefits Marketplace Service Center 1-844-251-1777. The MBMP is now the member's primary contact for answering general questions you may have about your eligibility for coverage and to assist you in enrolling or changing the benefits you have selected.

Health Plan Representative (HPR)

A Health Plan Representative (HPR) is your unit's liaison to the LGHP. Every unit has an HPR. HPRs continue to be valuable resources concerning policies and rules set forth by CMS regarding members' benefits and eligibility as well as ensuring the successful enrollment process of the member.

Where To Get Additional Information

If you have questions after reviewing this book, please refer to the following:

- The Department's website contains the most up-to-date information regarding benefits and links to plan administrators' websites. Visit **MyBenefits.illinois.gov** for information.
- Annual Benefit Choice Options booklet. This booklet contains the most current information regarding changes for the plan year. New benefits and changes in plan administrators are included in the booklet. **Review this booklet carefully as it contains important eligibility and benefit information that may affect your coverage**. Visit **MyBenefits.illinois.gov** to view the booklet.
- Each plan administrator can provide you with specific information regarding plan coverage inclusions/exclusions.
- The LGHP can answer your benefit questions or refer you to the appropriate resource for assistance. LGHP can be reached at:

  Local Government Health Plan
  801 S. 7th Street
  P.O. Box 10105
  Springfield, IL 62791
  (800) 442-1300 or (217) 785-1893
  TDD/TTY: (800) 526-0844

ID Cards

The plan administrators produce ID cards at the time of enrollment. Cards are mailed to the member's current address on file with the LGHP. To obtain additional cards, contact the plan administrator. Links to the plan administrators' websites can be found at **MyBenefits.illinois.gov**.

Health Insurance Portability and Accountability Act (HIPAA)

Title II of the federally enacted Health Insurance Portability and Accountability Act of 1996, commonly referred to as HIPAA, was designed to protect the confidentiality and security of health information and to improve efficiency in healthcare delivery. HIPAA standards protect the confidentiality of medical records and other personal health information, limit the use and release of private health information, and restrict disclosure of health information to the minimum necessary.

If you are enrolled in the Local Government Health Plan, a copy of the Notice of Privacy Practices will be sent to you on an annual basis. Additional copies are available on the **MyBenefits.illinois.gov** website.

Member Responsibilities

It is each member's responsibility to know their benefits, including coverage limitations and exclusions, and to review the information in this publication. Referral and/or approval for treatment by a physician does not ensure coverage under the plan.

You must notify MBMP or the Health Plan Representative (HPR) at your unit if:

- **You and/or your dependents experience a change of address.** When you move, you must notify the HPR at your unit. However, when your dependents move, you must utilize the Self-Service Tools online at MyBenefits.illinois.gov or call MBMP at 844-251-1777 to report your dependent(s)' new address.**Updating your address with the personnel office or payroll department does not automatically update your address for LGHP insurance purposes.** Changing your address does not automatically change your health plan to a plan in that geographic area.

  NOTE: **Your address may be updated based upon a forwarding order from the United States Post Office.**

- **Your dependent loses eligibility.** Dependents that are no longer eligible under the LGHP (including divorced spouses or partners of a dissolved civil union) must be reported to your HPR immediately. **Failure to report an ineligible dependent is considered a fraudulent act. Any premium payments you make on behalf of the ineligible dependent which result in an overpayment will not be refunded. Additionally, the ineligible dependent may lose any rights to COBRA/Mini-COBRA continuation coverage.**

- **You go on a leave of absence or have time away from work.** You should immediately contact your HPR for your options, if any, to make changes to your current coverage. Requested changes will be effective the date of the written request if made within 60 days of beginning the leave. **You must notify your HPR when you go on and/or return from a leave of absence.**

- **You get married, divorced, enter into a civil union or dissolve a civil union.**

- **You have a baby or adopt a child.**

- **Your dependent's employment status changes.**

- **You have or gain other coverage.** If you have group coverage provided by a plan other than the LGHP, or if you or your dependents gain other coverage during the plan year, you must provide that information to your HPR **immediately**.

- **You gain legal custody or permanent guardianship of a child.**

- **You receive a United States court order making you financially responsible for a dependent's health insurance** (e.g., a court makes a determination of a member's paternity).

Contact MBMP or your HPR if you are uncertain whether or not a life-changing event needs to be reported. See the 'Enrollment Periods' section in this chapter for a complete listing of qualifying changes in status.

If you and/or your dependent experience a change in Medicare status or become eligible for Medicare benefits, a copy of the Medicare card must be provided to the State of Illinois Medicare Coordination of Benefits (COB) Unit. Failure to notify the Medicare COB Unit of you and/or your dependent's Medicare eligibility may result in substantial financial liabilities. Refer to the 'Medicare Section' for the Medicare COB Unit's contact information.

If You Live or Spend Time Outside Illinois

Members who move or spend time outside of Illinois or the country will need to contact their plan administrator to verify whether their coverage will continue while they are outside of the service area if they are enrolled in a managed care plan. For those in certain areas contiguous to the State of Illinois, some managed care health plan options may be available. Refer to **MyBenefits.illinois.gov** and login to your account to view your available options, or contact the managed care health plan directly for information on plans available.

Member Responsibilities (cont.)

Dependents Who Live Apart from the Member

Eligible dependents who are enrolled in an HMO plan and live apart from the member's residence and are out of the plan's service area for any part of a plan year will be limited to coverage for emergency services only. It is crucial that members who have an out-of-area dependent (such as a college student) contact the managed care plan to understand the plan's guidelines on this type of coverage.

Annuitant and Survivor Information

Annuitants and survivors who are entitled to receive a pension benefit from their unit's retirement system may be eligible to participate in the LGHP. **NOTE:** New survivors should contact the employing unit immediately upon becoming a survivor to determine eligibility and begin the application process.

Annuitants and survivors have the same health, dental and vision benefit options as active employees, including the same annual Benefit Choice Period. Upon retirement, plan participants not wishing to participate in the plan may elect to waive coverage and/or become a dependent of a spouse or civil union partner who has coverage through the plan. **NOTE: Plan participants electing to waive coverage upon retirement can never re-enroll in the plan.**

Power of Attorney

Members may want to consider having a financial power of attorney on file with their health plan to allow a representative to act on their behalf. For purposes of health insurance, a financial or property power of attorney is necessary; a healthcare power of attorney does not permit changes to health insurance coverage.

Penalty for Fraud

Falsifying information/documentation or failing to provide information/documentation in order to obtain/continue coverage under the LGHP is considered a fraudulent act. The State of Illinois will impose a financial penalty, including, but not limited to, repayment of all premiums the LGHP made on behalf of the member and/or the dependent, as well as expenses incurred by the LGHP.

Chapter 1

Chapter 1: Enrollment and Eligibility Information

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Eligibility Requirements

Eligibility for the Local Government Health Plan (LGHP) is defined by the State Employees Group Insurance Act of 1971 (5 ILCS 375/1 et seq.) or as hereafter amended (Act), and by such policies, rules and regulations as shall be promulgated thereunder.

Employee Eligibility

Employees

In order to be eligible as an employee, the following criteria must be met:

- Eligible to participate in an employer sponsored retirement system if one is in place.
- Receive compensation from the unit.
- Receive benefits comparable to others in the same unit.

✦ **Full-time Employees** - Employees who work 91% – 100% of a normal work period, are eligible to participate in a unit's sponsored retirement plan and receive compensation through the regular payroll process.

✦ **Part-time Employees** - Employees who work 50-90% of a normal work period are eligible to participate if the unit allows part-time employee participation.

Other eligible employees include:

- Elected officials and the employees under their jurisdiction who meet the standards as Employees.
- Individuals receiving ordinary or accidental disability benefits or total permanent or total temporary disability under the Workers' Compensation Act or Occupational Disease Act for injuries or illnesses contracted in the course of employment.
- Persons on approved leaves of absence.

COBRA/Mini-COBRA Participants

Qualified individuals may elect to participate in the health, dental and vision plans under the plan in accordance with the provisions of the federal Consolidated Omnibus Budget Reconciliation Act (COBRA/Mini-COBRA) if the LGHP unit is required to offer COBRA/Mini-COBRA.

Annuitants

Annuitants are eligible as members on the effective date of the commencement of their retirement or annuity benefits, or the first of the month following their application for retirement, **whichever is later**. Annuitants must be eligible to receive pension benefits from the unit's retirement system to be eligible as members. Annuitants should contact their unit and confirm, prior to actual retirement, that they will be eligible for continuation of coverage.

Survivors

A survivor is a spouse or child(ren) of the deceased member who is certified as eligible to receive an annuity from the unit's retirement system as a result of the death of a member in one of the above catagories.

Ineligible employees include:

- Contractual employees.
- Temporary employees.
- Employees whose work visa has expired.
- Employees who are ineligible to participate in and contribute to a unit sponsored retirement plan if a plan is offered.

Dependent Eligibility

Eligible dependents of a member may participate in the LGHP. Dependent coverage may require an increase in cost for members.

Eligible dependents of the member include:

✦ **Spouse** (does not include ex-spouses, common-law spouses, persons not legally married or the new spouse of a survivor).

✦ **Civil Union Partner (enrolled on or after June 1, 2011).**

✦ **Child from birth to age 26, limited to:**

- Natural child.
- Adopted child.
- Stepchild or child of a civil union partner.
- Child for whom the member has permanent legal guardianship.
- Adjudicated child for whom a U.S. court decree has established a member's financial responsibility for the child's medical, dental and vision care.

Eligibility Requirements (cont.)

- **Child age 26 and older, limited to:**
  - Adult Veteran Child. Unmarried adult child age 26 up to, but not including, age 30, an Illinois resident and has served as a member of the active or reserve components of any of the branches of the U.S. Armed Forces and received a release or discharge other than a dishonorable discharge.
  - Other. Recipient of an organ transplant after June 30, 2000, and eligible to be claimed as a dependent for income tax purposes by the employee, except for a dependent child who need only be eligible to be claimed for tax years in which the child is age 27 or above.
  - Disabled. Child age 26 or older who is continuously disabled from a cause originating prior to age 26. In addition, for tax years in which the child is age 27 or above, eligible to be claimed as a dependent for income tax purposes by the employee.

NOTE: Survivors may add a dependent only if that dependent was eligible for coverage as a dependent under the original member.

Certification of Dependent Coverage

In addition to the following certification periods, the LGHP may ask the member to certify their dependent either randomly or during an audit anytime during the year.

Birth Date Certification. Members must verify continued eligibility for dependents turning ages 26 and 30. Members with dependents turning ages 26 and 30 will receive a letter from the Department several weeks prior to the birth month that contains information regarding continuation of coverage requirements and options. The member must provide the required documentation prior to the dependent's birth date. Failure to certify the dependent's eligibility will result in the dependent's coverage being terminated effective the end of the birth month.

Annual Certification. Members are required to certify all IRS dependents in the following categories: Disabled, Other and Adult Veteran Child (age 26 and older).

Reinstatement of Dependent Coverage. If coverage for a dependent is terminated for failure to certify and the member provides the required documentation within 30 days from the date the termination was processed, coverage will be reinstated retroactive to the date of termination.

After 30 days the coverage will be reinstated only with a qualifying change in status (see qualifying change in status reasons in the 'Enrollment Periods' section later in this chapter). **Termination of coverage for failure to certify is not a qualifying change in status.** Nonretroactive reinstatement will cause a break in coverage which would prevent a dependent from qualifying for continued coverage in the Other category.

NOTE: Dependents of COBRA/Mini-COBRA participants, must also certify eligibility for coverage.

Contact MBMP or your HPR for questions regarding certification of a dependent.

Enrollment Periods

Members may enroll, waive or change benefit selections with supporting documentation during the following periods (see the 'Documentation Requirements' chart in this chapter):

- Initial Enrollment
- Annual Benefit Choice Period
- Qualifying Change in Status

Initial Enrollment

A "new" member is one who has not previously been enrolled in the Local Government Health Plan (LGHP) or one who has had greater than a 10-day break in coverage (the 10-day break does not apply to coverage terminated due to nonpayment of premium). Members with a break in employment status of less than 10 days experience no break in insurance coverage and are not considered a "new" member, nor are they eligible for initial enrollment options.

Employees have 30 calendar days from their initial eligibility date to make health elections. All members, including part-time employees, who fail to make benefit elections within the 30-day initial enrollment eligibility period will not be eligible to enroll until annual Benefit Choice period or until a qualifying change in status occurs.

Members must provide their social security number (SSN) to enroll in the LGHP.

New employees have the following options:

- Elect a health plan (includes health, prescription, behavioral health, dental and vision coverage).
- Elect not to participate in the health plan.
- Enroll eligible dependents.

Dependent coverage must be elected within 10 calendar days of the eligibility effective date. Documentation, including the dependent's SSN, is required for dependent coverage and must be provided within 30 days of the enrollment date. If the documentation is not provided within 30 days, the dependent coverage will not be allowed. An additional time period of 90 days is allotted to provide the SSN of newborns and adopted children; however, the election time frames still apply to request the addition of the dependent coverage. If the SSN is not provided within 90 days of the dependent's date of birth or adoption date, coverage will be terminated. See the 'Dependent Coverage' later in this section for more information.

Effective Date of Coverage:

Coverage for new members becomes effective at 12:01 A.M. on the date of eligibility. The eligibility date is defined by the individual unit.

Coverage for annuitants becomes effective the first day of the month following their application for annuity or the effective date of the annuity, **whichever is later.**

Annual Benefit Choice Period

The Benefit Choice Period is normally held annually May 1st through May 31st. During this 31-day period, members may change their coverage elections. Coverage elected during the annual Benefit Choice Period becomes effective July 1st. Elected coverage remains in effect throughout the entire plan year, unless the member experiences a qualifying change in status or the Department institutes a special enrollment period which would allow them to change their coverage elections.

Documentation is required when adding dependent coverage. See the 'Documentation Requirements – Adding Dependent Coverage' chart later in this chapter.

Members may make the following changes during the annual Benefit Choice Period:

- Change health plans.
- Re-enroll in the LGHP if coverage is currently waived.
- Elect not to participate in the health plan.
- Add or drop dependent coverage. When adding coverage, documentation, including social security numbers (SSNs), must be provided within 10 days of the last day of the Benefit Choice Period. If the documentation is not provided within the 10-day period, the dependent coverage will not be added. See 'Dependent Coverage' later in this section for more information.

Enrollment Periods (cont.)

Qualifying Change in Status

Pursuant to Section 125 of the Internal Revenue Code, premiums paid by the unit for health, dental and vision insurance coverage may be tax exempt. The tax exemption applies only to premiums that are payroll deducted on a pretax basis. The Internal Revenue Code requires units that provide the tax-exempt premium to prohibit changes in the member's election during the plan year unless there is a qualifying change in status. This is referred to as the Irrevocability Rule. If a unit is not in compliance with the Irrevocability Rule, the unit could lose its qualification and/or employees could be subject to an IRS audit and be required to pay additional taxes and possible penalties. See the 'Qualifying Change in Status' chart for allowable election changes consistent with the event.

The Irrevocability Rule applies to both increases and decreases in coverage, such as adding or dropping dependent coverage.

Any request to change an election mid-year must be consistent with the qualifying event the member has experienced.

Qualifying change in status events may include, but are not limited to:

- Events that change a member's legal relationship, including marriage, civil union partnership, death of spouse or civil union partner, divorce, legal separation, or civil union dissolution or annulment.
- Events that change a member's number of dependents, including birth, death, adoption or placement for adoption.
- Events that change the employment status of the member, the member's spouse or civil union partner, or the member's dependent. Events include termination or commencement of employment, strike or lockout, commencement of, or return from, an unpaid leave of absence or change in worksite.
- Events that cause a dependent to satisfy or cease to satisfy eligibility requirements for coverage.
- A change of residential or work county for the member, spouse, civil union partner or dependent, or, a move to a foreign country by an eligible dependent.

Members experiencing a qualifying change in status have 60 days to change certain benefit selections. Members must submit proper supporting documentation to the HPR or MBMP within the 60-day period in order for the change to become effective. See 'Effective Date of Coverage Due to a Qualifying Change in Status' later in this section.

See the 'Qualifying Changes in Status' chart in this chapter for a complete list of qualifying change in status events and corresponding options.

Effective Date of Coverage Due to a Qualifying Change in Status:

Coverage election changes made due to a qualifying event are effective the later of:

- The date the request for change was signed.
- The date the event occurred.

Qualifying Change in Status Effective Date Exceptions:

- **Newborns, natural or adopted**. A child is considered a newborn if they are within 60 days of birth. If the request to add the child is made within 60 days of the birth, coverage may be retroactive to the date of birth.
- **Adopted children, other than newborn**. Requests to add an adopted child who is 60 days old or older will be effective the date of the placement of the child, the filing of the adoption petition or the entry of the adoption order provided that the request is received within 60 days of the placement of the child, filing of the adoption petition or the entry of the adoption order.

Other Allowable Changes

- Adding or dropping dependents as long as the member's dependent category remains 'Two or More Dependents' is allowed any time during the plan year.

Effective Date of Coverage for Other Allowable Changes:

The effective date for adding or dropping dependents when the member is in the 'Two or More Dependents' category is the date the request for change was received by the HPR or MyBenefits Marketplace Service Center at **MyBenefits.illinois.gov**.

Enrollment Periods (cont.)

Dependent Coverage

Enrolling Dependents

Dependents are enrolled in the same health plan as the member. Members must complete the online process using the Self-Service Tools at **MyBenefits.illinois.gov** or complete and submit the enrollment form available through your HPR.

Documentation Requirements

Documentation, including the dependent's social security number (SSN), is always required to enroll dependents. Failure to provide the required documentation in the allotted time period will result in denial of dependent coverage. If denied, the eligible dependent may be added during the next Benefit Choice Period or upon the member experiencing a qualifying change in status, as long as the documentation is provided in a timely manner.

A time period of 90 days is allotted to provide the SSN of newborns and adopted children; however, the election time frames still apply to request the addition of the dependent coverage. If the SSN is not provided within 90 days of the dependents's date of birth or adoption date, coverage will be terminated. Refer to the 'Documentation Requirements – Adding Dependent Coverage' chart later in this chapter for specific documentation requirements.

Please note: Members who change their health plan outside the Benefit Choice Period, regardless of the basis for the change, will be responsible for any deductibles required by the new plan, even if the plan participant met all deductibles while covered by the previous health plan.

Qualifying Changes in Status

The Internal Revenue Code requires units that provide the tax-exempt premium to prohibit changes in the member's deduction during the plan year unless there is a qualifying change in status. The chart below indicates those changes that members are allowed to make which are consistent with a qualifying change in status.

MEMBER – Qualifying Changes in Status								
	Corresponding HEALTH Options							
Changes affecting the Member	Enroll or Re-Enroll in the Program	Add Newly Acquired Child	Add Existing Child	Add Spouse or Civil Union Partner	Terminate Dependent Coverage	Terminate Spouse or Civil Union Partner Coverage	Change Health Carrier	Waive Coverage
Adjudicated Child: Member financially responsible		X*						
Adoption (or placement for adoption)	X	X*	X	X				
Birth	X	X*	X	X				
Custody awarded and requires dependent coverage (court ordered)		X*	X					
Custody loss (court ordered)/Court Order expires					X			
Divorce/Legal Separation/Annulment/ Dissolution of Civil Union	X				X	X		
Eligibility: Member becomes eligible for non-LGHP group insurance coverage					X	X		X
Eligibility: Member loses eligibility of non-LGHP group insurance coverage (for other than nonpayment of premium)	X		X	X				
Employment Status: Full-time to part-time (≥50%)					X	X		X
Employment Status: Part-time working <50%, to Full-time	X		X	X				
Initial enrollment – within 30 days of eligibility	X		X	X				X
Leave of Absence: Member entering nonpay status					X	X		X
Leave of Absence: Member returns to work from nonpay status	X	X	X	X				X
Marriage or Civil Union Partnership	X	X*		X**				X
Medicaid or Medicare eligibility gained					X	X		X
Medicaid or Medicare eligibility loss	X		X	X				
Military Leave of Absence					X	X	X	X
Military Leave of Absence: Member returns to work	X		X	X			X	
Premium increase 30% or greater: Member's non-LGHP health insurance	X		X	X				
Premium increase 30% or greater: Member's LGHP health insurance					X	X		X
Residence/Work location: Member's county changes***							X	
Retirement			X	X	X	X	X	X

X = Eligible changes for all members.

Newly Acquired Child = A child for which the member gained custody within the previous 60-day period, such as a new stepchild, child of a civil union partner, adopted child, adjudicated child or a child for which the member gained court-ordered guardianship.

Existing Child = A child for which the member had custody prior to the previous 60-day period, such as a natural or adopted child, child of a civil union partner, stepchild, adjudicated child or a child for which the member is guardian.

* **For Survivors only:** Survivors may add a dependent only if that dependent was eligible for coverage as a dependent under the original member.

** **For Survivors only:** Survivors may not add a new spouse, nor may they add a civil union partner or their children.

*** Change allowed if health carrier unavailable in new location.

Qualifying Changes in Status

(Whenever the term spouse is indicated on this page it also includes civil union partners.)

SPOUSE – Qualifying Changes in Status

Changes affecting the Spouse	Corresponding HEALTH Options							
	Member may Enroll or Re-Enroll in the Program	Add Newly Acquired Child	Add Existing Child	Add Spouse	Terminate Dependent Coverage	Terminate Spouse Coverage	Change Health Carrier	Waive Coverage
Coordination of spouse's open enrollment period *	X		X	X	X	X		X
Death of spouse	X		X		X			
Eligibility: Spouse loses eligibility for group insurance coverage	X		X	X				
Eligibility: Spouse now provided with group insurance coverage					X	X		X
Employment Status: Spouse gains employment					X	X		X
Employment Status: Spouse loses employment	X		X	X				
LOA: Spouse enters nonpay status			X	X				
LOA: Spouse returns to work from nonpay status					X	X		
Medicare eligibility: Spouse gains						X		
Medicare eligibility: Spouse loses				X				
Premium of spouse's employer increases 30% or greater, or spouse's employer significantly decreases coverage	X		X	X				
Residence/Work location: Spouse's county changes**							X	

* The member's request to change coverage must be consistent with, and on account of, the spouse's election change.
** Only applies to members enrolled in an HMO whose HMO plan is not available in their new county.

DEPENDENT (other than Spouse) – Qualifying Changes in Status

Changes affecting a Dependent (other than a Spouse)	Corresponding HEALTH Options							
	Member may Enroll or Re-Enroll in the Program	Add Newly Acquired Child	Add Existing Child	Add Spouse	Terminate Dependent Coverage	Terminate Spouse Coverage	Change Health Carrier	Waive Health/ Dental Coverage
Eligibility: Dependent becomes eligible for LGHP group coverage			X					
Eligibility: Dependent loses eligibility for non-LGHP group coverage			X					
Eligibility: Dependent now eligible for non-LGHP group coverage					X			
LOA: Dependent enters nonpay status			X					
LOA: Dependent returns to work from nonpay status					X			
Medicare eligibility: Dependent gains					X			
Medicare eligibility: Dependent loses			X					
Residence/Work location: Dependent's county changes*							X	

X = Eligible changes for all members.
Existing Child = A child for which the member had custody prior to the previous 60-day period, such as a natural or adopted child, child of a civil union partner, stepchild, adjudicated child or a child for which the member is guardian.
* Only applies to members enrolled in an HMO whose HMO plan is not available in their new county.

Documentation Requirements – Adding Dependent Coverage*

Type of Dependent	Supporting Documentation Required
Adjudicated Child Birth up to, but not including, age 26	• Judicial Support Order from a judge; or • Copy of DHFS Qualified Medical Support Order with the page that indicates the member must provide health insurance through the employer
Adoption or Placement for Adoption Birth up to, but not including, age 26	• Adoption Decree/Order with judge's signature and the circuit clerk's file stamp, or a • Petition for adoption with the circuit clerk's file stamp
Adult Veteran Child Child age 26 up to, but not including, age 30	• Birth Certificate required, and • Proof of Illinois residency, and • Veterans' Affairs Release form DD-214 (or equivalent), and the • Eligibility Certification Statement (CMS-138) • Copy of the tax return
Disabled Child age 26 and older (onset of disability must have occurred prior to age 26)	• Birth Certificate required, and a • Letter from licensed physician detailing the dependent's limitations, ICD-9 diagnosis code, capabilities, date of onset of condition, and a • Statement from the Social Security Administration with the Social Security disability determination, and a • Copy of the Medicare card, and the • Eligibility Certification Statement (CMS-138) • Copy of the tax return
Legal Guardianship Birth up to, but not including, age 26	• Court Order with judge's signature and circuit clerk's file stamp
Natural Child Birth up to, but not including, age 26	• Birth Certificate required
Other Organ transplant recipient	• Birth Certificate required, and • Proof of organ transplant performed after June 30, 2000, and the • Eligibility Certification Statement (CMS-138) • Copy of the tax return for dependents 26 and older
Spouse or Civil Union Partner	• Marriage Certificate or tax return • Civil Union Partnership Certificate. A tax return is also required if claiming the civil union partner as a dependent.
Stepchild or Child of Civil Union Partner Birth up to, but not including, age 26	• Birth Certificate required, and • Marriage or Civil Union Partnership Certificate indicating the member is married to, or the partner of, the child's parent. A tax return is also required if claiming the civil union partner's child as a dependent.

Note: Birth Certificate from either the State or admitting hospital which indicates the member is the parent is acceptable.

* A valid social security number (SSN) is required to add dependent coverage. If the SSN has not yet been issued for a newborn or adopted child, the child will be added to the member's coverage upon receipt of the birth certificate or adoption order without the SSN. The member must provide the SSN within 90 days of the date the coverage was requested in order to continue the dependent's coverage.

Documentation Requirements – Terminating Dependent Coverage

Qualifying Event	Supporting Documentation Required
Divorce, Dissolution of Civil Union Partnership or Annulment	**Divorce Decree or Judgment of Dissolution or Annulment** filed in a U.S. Court – first and last pages with judge's signature with circuit clerk's file stamp.
Legal Separation	**Court Order** with judge's signature with circuit clerk's file stamp.
Loss of Court-Ordered Custody	**Court Order** indicating the member no longer has custody of the dependent. The order must have judge's signature with circuit clerk's file stamp.

Documentation Time Limits

Dependent coverage may be added with the corresponding effective date when documentation is provided to your HPR within the allowable time frame as indicated below. If documentation is provided outside the time frames, adding dependent coverage will not be allowed until the next annual Benefit Choice Period or until the member experiences a qualifying change in status.

When adding Dependent coverage due to or during the:	If the coverage is requested…	And if the documentation is provided…	Dependent coverage will be effective…
Initial Enrollment Period	Day 1 – 30 after eligibility date	1 – 30 days after eligibility date	Date of eligibility as defined by the unit
Annual Benefit Choice Period (Normally held May 1 – May 31 each year)	During the Benefit Choice Period	Within 10 days of the Benefit Choice Period ending	July 1st
Qualifying Change in Status (Exception for birth or adoption – noted below)	Before, or the day of, the event	1 – 60 days after the event	Date of the event
	Day 1 – 60 after event		Date of the request
Birth of Child (Natural or Adopted)	From birth up to 60 days after the birth	From birth to 60 days after the birth	Date of birth
Adopted Children (Other than newborn)	Within 60 days of the event	Within 60 days of the event	Date of placement of the child, filing of the petition or the entry of the adoption order

Penalty for Fraud

Falsifying information/documentation or failing to provide information/documentation in order to obtain/continue coverage under the LGHP is considered a fraudulent act. The State of Illinois will impose a financial penalty, including, but not limited to, repayment of all premiums the LGHP made on behalf of the member and/or the dependent, as well as expenses incurred by the LGHP.

Waiver of Coverage

Members may waive coverage during the following periods:

- Initial Enrollment
- Annual Benefit Choice Period
- Qualifying Change in Status (as permitted under the Internal Revenue Code)

Waiving Coverage

Members may elect to waive their health coverage during the Initial Enrollment Period, the annual Benefit Choice Period or upon experiencing a qualifying change in status. **The election to waive health coverage includes, and will terminate, all member and dependent coverage**.

Members on Leave of Absence Waiving Coverage

Members (full and part-time) on a leave of absence for which they are required to pay 100% of the cost of coverage have the option to waive health coverage. The request to waive coverage must be made within 60 days of the leave effective date.

Members (full and part-time)

The election to waive coverage remains in effect until the eligible member physically returns to work, at which time the member may elect to be reinstated with the same health coverage that they had prior to going on leave.

Reinstating Dependent Coverage

Dependent coverage is not automatically reinstated upon the employee's return to work. Employees who would like to have their dependent coverage reinstated **must request the coverage** within 60 days of returning to work. Coverage will be effective the date of the event (i.e., the physical return to work) or the date of the request, whichever is later.

Special Provisions when Both Spouses or Civil Union Partners are LGHP Members

Members whose spouse or civil union partner has coverage through the LGHP may elect to become a dependent of their LGHP-covered spouse or civil union partner while they are on a leave of absence.

Transferring Dependent Coverage. Any dependents that are covered by the spouse or civil union partner who is going on the leave of absence may be transferred to the other's coverage or dropped from coverage if requested within 60 days of beginning the leave.

NOTE: Upon the employee's return to work, the dependent coverage will remain under the unit-employed spouse or civil union partner. Dependent coverage may be moved back to the original member's coverage as long as the move is requested within 60 days of the employee's physical return to work date.

Penalty for Fraud

Falsifying information/documentation or failing to provide information/documentation in order to obtain/continue coverage under the LGHP is considered a fraudulent act. The State of Illinois will impose a financial penalty, including, but not limited to, repayment of all premiums the LGHP made on behalf of the member and/or the dependent, as well as expenses incurred by the LGHP.

Termination

This section describes the events and timing of the termination of benefits. In most cases, coverage can be continued under the Consolidated Omnibus Budget Reconciliation Act (COBRA) or the Illinois Continuation Law (referred to as mini-COBRA).

Termination of Member Coverage

A member's coverage terminates at midnight:

- On the date of termination of unit employment.
- On the day in which a change to less than 50% part-time employment status occurs. This applies to any member who actually works less than 50% of a normal work period, measured yearly, regardless of classification as full-time or part-time.
- On the date of member's death.
- On the last day of the period for which appropriate premiums were paid when subsequent premiums were the responsibility of the member and were not paid (COBRA/mini-COBRA ineligible).

Termination of Dependent Coverage

An enrolled dependent's coverage terminates at midnight:

- Simultaneous with termination of member's coverage.
- On the last day of the month in which a dependent loses eligibility.
- On June 30th for dependents who are voluntarily terminated during the Benefit Choice Period (these dependents will be ineligible for COBRA/mini-COBRA).
- On the requested date of a voluntary termination of a dependent (these dependents will be ineligible for COBRA/mini-COBRA).
- On the date of dependent's death.
- On the last day of the month in which the member fails to certify continued eligibility for coverage of the dependent child.
- On the last day of the period for which appropriate premiums were paid when subsequent premiums were the responsibility of the member and were not paid (COBRA/mini-COBRA ineligible).
- On the day preceding the dependent's:
  - enrollment in the LGHP as a member.
  - divorce or civil union partnership dissolution from the member. The divorce or civil union partnership dissolution terminates the coverage for the spouse or the civil union partner and all applicable stepchildren or children of the civil union partner.

NOTE: Members who fail to notify their HPR or MBMP within 60 days of the dependent's ineligibility will not receive a premium refund, nor will the dependent be eligible for COBRA/mini-COBRA.

COBRA/Mini-COBRA Coverage

Overview

The Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) and Sections 367.2, 367e and 367e.1 of the Illinois Insurance Code provides eligible covered employees and their eligible dependents the opportunity to **temporarily** extend their health coverage when coverage under the health plan would otherwise end due to certain qualifying events. COBRA and the Illinois Continuation Law (referred to as mini-COBRA in this section) rights are restricted to certain conditions under which coverage is lost. The election to continue coverage must be made within a specified election period. If elected, coverage will be reinstated retroactive to the date following termination of coverage.

General Provisions

Continuation coverage for COBRA or mini-COBRA participants is identical to the coverage provided to active members. At the time of enrollment under COBRA or mini-COBRA, qualified beneficiaries may change health plans. After initial enrollment, COBRA or mini-COBRA participants may change carriers during the annual Benefit Choice Period or within 60 days of experiencing a qualified change in status.

Eligibility Qualifications

COBRA Eligibility

- Qualified beneficiaries electing continuation in their own right are enrolled in COBRA as a member.
- Qualified beneficiaries are eligible for COBRA even if they have coverage under Medicare.

The member or qualified beneficiary must notify the Health Plan Representative (HPR) within 60 days of the date of the event or the date on which coverage would end, whichever is earlier.

Mini-COBRA Eligibility

- Members and dependents are not eligible for coverage under mini-COBRA if they have coverage under Medicare.
- The member and covered dependents must have been continuously covered under group health coverage prior to the termination of employment for a minimum of three months in order to be eligible for coverage under mini-COBRA.

Notification of COBRA/Illinois Continuation Law (mini-COBRA) Eligibility

Notification of Eligibility after a Qualifying Event

The employee or qualified beneficiary must notify the unit's HPR within 60 days of the date of the termination event, or the date on which coverage would end, whichever is earlier.

The unit will send a letter to the qualified beneficiary regarding COBRA and/or mini-COBRA rights after receiving notification of the termination. If a letter is not received within 30 days and you notified your HPR within the 60-day period, you should contact the unit immediately for information.

Conversion Privilege for Health Coverage

When COBRA or mini-COBRA coverage terminates due to the maximum coverage period being reached (or due to coverage under mini-COBRA being terminated at the member's request), the member may have the right to convert to an individual health plan.

Members are eligible for this conversion unless group health coverage ended because the:

- the required premium was not paid, or
- the coverage was replaced by another group health plan, including Medicare, or
- COBRA coverage was voluntarily terminated (does not apply to coverage offered under mini-COBRA).

To be eligible for conversion, members must request conversion within 31 days of exhausting coverage under COBRA or mini-COBRA.

The converted coverage, if issued, will become effective the day after COBRA or mini-COBRA coverage ended. Contact the appropriate health plan administrator for information regarding conversion. The Department is not involved in the administration or premium rate structure of coverage obtained through conversion.

For more information regarding COBRA, please go to **www.dol.gov/dol/topic/health-plans/cobra.htm**.

For more information regarding mini-COBRA, please go to **http://insurance.illinois.gov**, or contact the Illinois Department of Insurance in Springfield at (217) 782-4515 or in Chicago at (312) 814-2420 or (877) 527-9431.

Chapter 2

Chapter 2: Health, Dental and Vision Coverage Information

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Health Plan Options

Overview

The Local Government Health Plan (LGHP) offers a variety of health plans from which to choose. Each plan provides health, behavioral health and prescription drug benefits; however, the benefit levels, exclusions and limitations differ. When making choices, members should consider health status, coverage needs and service preferences. Dependents have the same health, dental and vision plan as the member under whom they are enrolled.

The annual Benefit Choice Options booklet as well as **MyBenefits.illinois.gov** provides a listing of the health plans available and the Illinois counties in which they provide coverage.

Types of Health Plans

The types of health plans available are:

- Managed Care Plans
  - Health Maintenance Organizations (HMOs)
  - Open Access Plans (OAPs)
- Local Care Health Plan (LCHP)
- Local Consumer-Driven Health Plan (LCDHP)

Disease Management Programs and Wellness Offerings

Disease management programs are utilized by the health plans as a way to improve the health of plan participants. Plan participants may be contacted by their health plan to participate in these programs.

Wellness options and preventive measures are offered and encouraged by the health plans. Offerings range from health risk assessments to educational materials and, in some cases, discounts on items such as gym memberships and weight loss programs. These offerings are available to plan participants and are provided to help plan participants take control of their personal health and well-being. Information about the various offerings is available on the plan administrators' websites.

Managed Care Health Plans

Managed care is a method of delivering healthcare through a system of network providers. Managed care plans provide comprehensive health benefits at lower out-of-pocket costs by utilizing network providers. Managed care health plans coordinate all aspects of a plan participant's healthcare including medical, prescription drug and behavioral health services.

There are two types of managed care plans, health maintenance organizations (HMOs) and open access plans (OAPs). Members who enroll in an HMO must select a primary care physician (PCP) from the health plan's provider directory, which can be found on the plan's website. Plan participants should contact the physician's office or the HMO plan administrator to find out if the PCP is accepting new patients. Plan participants are required to use network physicians and hospitals for maximum benefits. Members enrolled in an OAP do not need to select a PCP. For complete information on specific plan coverage or provider networks, contact the managed care health plan and review the Summary Plan Description (SPD).

Ordinarily, managed care plans only cover members within the State; however, plans that have networks outside the State of Illinois may provide coverage. Members should contact the managed care plan administrator to ascertain if coverage is available outside their geographic area. Eligible dependents that live apart from the member's residence for any part of a plan year may be subject to limited service coverage. It is critical that members who have out-of-area dependents (such as a college student) contact the managed care plan to understand the plan's guidelines on out-of-area coverage.

The open access health plans are self-insured, meaning all claims are paid by the LGHP even though managed care health plan benefits apply. These plans are not regulated by the Illinois Department of Insurance and are not governed by the Employees Retirement Income Security Act (ERISA).

In order to have the most detailed information regarding a particular managed care health plan, members should ask the plan administrator for its summary plan description (SPD) which describes the covered services, benefit levels, and exclusions and limitations of the plan's coverage. The SPD may also be referred to as the certificate of coverage or the summary plan document.

Members should pay particular attention to the health plan's exclusions and limitations. It is important that plan participants understand which services are not covered under the plan. Members deciding to enroll in a managed care health plan should read the SPD <u>before</u>

seeking medical attention. It is the plan participant's responsibility to become familiar with all of the specific requirements of the health plan.

Most managed care health plans impose benefit limitations on a plan year basis (July 1 through June 30); however, some managed care health plans impose benefit limitations on a calendar year basis (January 1 through December 31).

Refer to the annual Benefit Choice Options booklet or **MyBenefits.illinois.gov** for plan administrator information.

Health Maintenance Organization (HMO)

HMO members must choose a primary care physician/ provider (PCP) who will coordinate the healthcare, hospitalizations and referrals for specialty care. In most cases a referral for specialty care will be restricted to those services and providers authorized by the designated PCP. Additionally, referrals may also require prior authorization from the HMO. To receive the maximum hospital benefit, your PCP or specialist must have admitting privileges to a network hospital.

Like any health plan, HMOs have plan limitations including geographic availability and participating provider networks. HMO coverage is offered in certain counties called service areas. There is no coverage outside these service areas unless preapproved by the HMO. When traveling outside of the health plan's service area, coverage is limited to life-threatening emergency services. For specific information regarding out-of-area services or emergencies, call the plan administrator. **NOTE:** When an HMO plan is the secondary plan and the plan participant does not utilize the HMO network of providers or does not obtain the required referral, the HMO plan is not required to pay for services. Refer to the plan's description of coverage for additional information.

Preventive care is paid at 100 percent when services are obtained through a network provider.

HMO provider networks are subject to change. Members will be notified in writing by the plan administrator when a PCP network change occurs. If the designated PCP leaves the HMO network, you must choose another PCP within that plan.

When an HMO member's primary care physician (PCP) leaves the plan's network, the member will only be allowed to change health plans if the HMO network experienced a significant change in the number of medical providers offered, as determined by CMS.

HMO Out-of-Pocket Maximums

After the out-of-pocket maximum has been satisfied, the plan will pay 100 percent of covered expenses for the remainder of the plan year for eligible medical, behavioral health and prescription drug charges. Charges that apply toward the out-of-pocket maximum for HMOs are:

- Medical and prescription copayments
- Medical coinsurance.

Open Access Plans (OAPs)

Open access plans combine similar benefits of an HMO with the same type of coverage benefits as a traditional health plan. Members who elect an OAP will have three tiers of providers from which to choose to obtain services. The benefit level is determined by the tier in which the healthcare provider is contracted. Members enrolled in an OAP can mix and match providers and tiers.

- Tier I offers a managed care network which provides enhanced benefits and requires copayments which mirror HMO copayments.
- Tier II offers another managed care network, in addition to the managed care network offered in Tier I, and also provides enhanced benefits. Tier II requires copayments, coinsurance and is subject to an annual plan year deductible.
- Tier III covers all providers which are not in the managed care network of Tiers I or II (i.e., out of network providers) and does not have an out-of-pocket maximum. Using Tier III can offer members flexibility in selecting healthcare providers, but involve higher out-of pocket costs. Tier III has a higher plan year deductible and has a higher coinsurance amount than Tier II services. In addition, certain services, such as preventive/wellness care, are not covered when obtained under Tier III. Furthermore, plan participants who use out-of-network providers will be responsible for any amount that is over and above the charges allowed by the plan for services (i.e., allowable charges, Usual and Customary charges (U&C), Maximum Reimbursable Charges (MRC), Maximum Allowable Charges (MAC)), which could result in much higher out-of-pocket costs. When using out-of-network providers, it is recommended that the participant obtain a preauthorization of benefits to ensure that medical services/stays will meet medical necessity criteria and be eligible for benefit coverage.

Health Plan Options

Members who use providers in Tiers II and III will be responsible for the plan year deductible. **In accordance with the Affordable Care Act, these deductibles will accumulate separately from each other and will not 'cross accumulate.'** This means that amounts paid toward the deductible in one tier will not apply toward the deductible in the other tier.

Preventive care is paid at 100 percent without having to meet the annual deductible when services are obtained through a Tier I or Tier II network provider.

OAP Out-of-Pocket Maximums

Eligible medical, behavioral health and prescription drug charges will be covered at 100 percent for the remainder of the plan year after the plan's out-of-pocket maximum has been satisfied. Charges that apply toward the out-of-pocket maximum for an OAP plan (only applies to Tier I and Tier II providers) are:

- Annual medical plan year deductible (Tier II)
- Medical and prescription copayments
- Medical coinsurance

Eligible charges from Tiers I and II will be added together when calculating the out-of-pocket maximum. **Tier III does not have an out-of-pocket maximum.**

Local Consumer-Driven Health Plan (LCDHP)

The Local Consumer-Driven Health Plan (LCDHP) is a benefit option, often referred to as a high-deductible health plan, which requires members to be more responsible for managing their healthcare including how they spend their healthcare dollars. LCDHP offers a comprehensive range of benefits including a nationwide network of physicians, hospitals and ancillary providers. The plan design offers both in and out-of-network benefits; however, utilizing in-network providers will result in cost savings to the member. Note: Notification to the LCDHP notification administrator is required for certain medical services in order to avoid penalties. Members interested in more information regarding the LCDHP benefit levels should refer to the annual Benefit Choice Options booklet as well as the **MyBenefits.illinois.gov** website.

Plan highlights are listed below:

- An annual collective plan year deductible (includes medical and pharmacy) applies to all nonpreventive medical services, nonpreventive prescriptions and behavioral health services.
- There are two plan year deductibles, one for in-network and one for out-of-network. Each plan year deductible (i.e., in-network vs. out-of-network) is exclusive and separate from the other.
- Members with one or more dependents on their coverage must satisfy the family annual plan year deductible before services will be covered at the plan's benefit levels.
- Preventive medical services obtained through an in-network provider are covered at 100% and are not subject to the annual plan year deductible. Preventive medical services obtained out-of-network are not covered.
- Preventive medications are covered at the applicable coinsurance level and are not subject to the annual plan year deductible.
- The plan has two out-of-pocket maximums, one for all eligible in-network services and one for all eligible out-of-network services. Each out-of-pocket maximum (i.e., in-network vs. out-of-network) is exclusive and separate from the other. Plan coinsurance and deductibles are applied to the out-of-pocket maximums. Benefits will be paid at 100% up to the allowed charges after the applicable out-of-pocket maximum has been met.

Local Care Health Plan (LCHP)

The Local Care Health Plan (LCHP) is the LGHP's self-insured health plan offering a comprehensive range of benefits. All claims and costs are paid by LGHP through a third-party administrator. For complete information regarding specific plan coverage and the provider's network, refer to the summary plan description on the **MyBenefits.illinois.gov** website. Benefit enhancements are available by utilizing the:

- Nationwide LCHP physician, hospital and ancillary services.
- Pharmacy network.
- Behavioral health network.

Each of these three components is discussed separately in this section. Each component has its own plan administrator.

Health Plan Options

Member Responsibilities (LCHP & LCDHP)

- **The member is always responsible for:**
  - Any amount required to meet **plan year deductibles, additional deductibles** and **coinsurance** amounts.
  - Any amount over the **allowable charges**.
  - Any penalties for failure to comply with the **notification requirements**.
  - Any charges NOT covered by the plan or determined by the plan administrator to be not **medically necessary** services.

NOTE: Specific dollar amounts and percentages that apply to deductibles, "additional deductibles" and coinsurance are updated each year on the **MyBenefits.illinois.gov** website.

Plan Requirements

Plan Year Deductible

The plan year deductible requirement applies to all medical and behavioral health services, except preventive services. The plan year runs from July 1 through June 30. It is not necessary to satisfy the plan year deductible in order to start receiving benefits for prescriptions.

Each family member must meet the annual plan year deductible. Once the deductible has been met no further plan deductibles will be required for eligible charges incurred for the remainder of that plan year. The member plan year deductible accumulates toward the annual out-of-pocket maximum.

Additional Deductibles

Besides the plan year deductible, plan participants must pay additional deductibles for the following:

- Each emergency room visit (that does not result in a hospital admission)
- LCHP hospital admission
- Non-LCHP hospital admission
- Transplant hospital admission

Additional deductibles also accumulate toward the annual out-of-pocket maximum, but do not apply toward the plan year deductible.

Coinsurance

Plan participants must pay a percentage of eligible charges, called coinsurance, after the annual plan year deductible has been met. Eligible charges are charges for covered services and supplies which are medically necessary.

LCHP Out-of-Pocket Maximum

Eligible medical, behavioral health and prescription drug charges will be covered at 100 percent for the remainder of the plan year after the plan's out-of-pocket maximum has been satisfied. There are two separate out-of-pocket maximums: in-network and out-of-network. Coinsurance and deductibles apply to one or the other, but not both. Charges that apply toward the out-of-pocket maximum for the LCHP plan are:

- Annual medical plan year deductible
- Prescription copayments
- Medical coinsurance
- LCHP additional medical deductibles

Eligible charges for in-network and out-of-network services will accumulate separately and will not cross accumulate.

The following do not apply toward out-of-pocket maximums:

- Notification penalties.
- Ineligible charges (i.e., amounts over the allowable charge, charges for noncovered services and charges for services deemed not to be medically necessary).
- The portion of the Medicare Part A deductible the plan participant is responsible to pay.

Medical Necessity

- **LCHP covers charges for services and supplies that are medically necessary and are covered by the plan design. Medically necessary services and supplies are those which are:**
  - provided by a hospital, medical facility or prescribed by a physician or other provider and are required to identify and/or treat an illness or injury.
  - consistent with the symptoms or diagnosis and treatment of the condition (including pregnancy), disease, ailment or accidental injury.

- generally accepted in medical practice as necessary and meeting the standards for good medical practice for the diagnosis or treatment of the patient's condition.
- the most appropriate supply or level of service which can be safely provided to the patient.
- not solely for the convenience of the patient, physician, hospital or other provider.
- repeated only as indicated as medically appropriate.
- not redundant when combined with other treatment being rendered.

Predetermination of Benefits

Predetermination of benefits ensures that medical services/stays will meet medical necessity criteria and be eligible for benefit coverage. The plan participant's physician must submit written detailed medical information to the medical plan administrator. For questions regarding a predetermination of benefits, contact the plan administrator.

Benefits are based on the plan participant's eligibility and plan provisions in effect at the time services are rendered. Precise claim payment amounts can only be determined upon receipt of the itemized bill and are subject to standard claim payment policies including, but not limited to, multiple and incidental procedure reductions, allowable charges and claim bundling and unbundling of procedures.

Allowable Charges

The maximum amount the plan will pay an out-of-network healthcare professional for billed services is referred to as allowable charges. The amount that is over the allowable charges amount is not considered eligible for payment by the plan and therefore cannot be applied to the plan year deductible nor the out-of-pocket maximum. **The plan participant will be responsible for the entire amount that is over and above the allowable charges amount. Allowable charges are usually applied when using out-of-network providers.**

When processing any given claim, the plan administrator takes the following into account:

- Complexity of the services.
- Any unusual circumstances or complications that require additional skill, time or experience.
- Prevailing charge level in the geographic area where the provider is located and other geographic areas having similar medical-cost experience.

Maximum Reimbursable Charges (MRC), Maximum Allowable Charges (MAC)), Allowable charges apply to medical services, procedures and/or supplies.

IMPORTANT: The amount of the claim that will be paid is based on the allowable charges amount or the actual charge made by the provider, whichever is less, for out-of-network services.

Local Care Health Plan (LCHP) and Local Consumer-Driven Health Plan (LCDHP) Network

The LCHP and LCDHP network includes hospitals, physicians and ancillary providers throughout Illinois, as well as nationwide. The network provides quality inpatient and outpatient care at negotiated rates, which result in savings to plan participants. The network is subject to change any time during the plan year.

Medical Case Management

The Medical Case Management (MCM) Program is designed to assist plan participants requiring complex care in times of serious or prolonged illness. There is no additional cost to the plan participant for this service.

The referral to the MCM Program is made through either the MCM administrator, the LCHP/LCDHP plan administrator or by request from a plan participant. Once referred, the plan participant is assigned a case manager who serves as a liaison and facilitator between the patient, family, physician and other healthcare providers. The case manager is a registered nurse or other healthcare professional with extensive clinical background. The case manager can effectively minimize the fragmentation of care.

Upon completing the MCM review, the case manager will make a recommendation regarding the treatment setting, intensity of services and appropriate alternatives of care. To reach the MCM plan administrator, call the toll-free number listed in the plan administrator section on the **MyBenefits.illinois.gov** website.

Notification Requirements

Notification is the telephone call to the notification administrator informing them of an upcoming admission to a facility such as a hospital or skilled nursing facility or for an outpatient procedure, therapy service or supply. If using an LCHP/LCDHP network provider, the medical provider is responsible for contacting the notification administrator on behalf of the plan participant.

If using a non-LCHP or non-LCDHP provider, the plan participant may request that their non-LCHP or non-LCDHP medical provider contact the notification administrator to provide specific medical information, setting and anticipated length of stay to determine medical appropriateness. The plan participant may also make notification, after which a medically qualified reviewer will contact the plan participant's physician or provider to obtain specific medical information.

Regardless of where services are rendered, it is the plan participant's responsibility to ensure that notification has occurred. Failure to contact the notification administrator prior to having a service performed may result in a financial penalty and risk incurring noncovered charges. Notification is required for all plan participants including those with Medicare or other insurance as primary payer.

Contact information for the notification administrator can be found in the plan administrator section on the **MyBenefits.illinois.gov** website or on the current Benefit Choice Options booklet. The toll-free number is also printed on your identification card. You can call seven days a week, twenty-four hours a day.

✦ **Notification is required for the following:**

(Contact the notification administrator for the most up-to-date list of procedures requiring notification).

- **Outpatient Surgery, Procedures, Therapies and Supplies/Equipment.** Outpatient surgery and procedures include, but are not limited to, items such as imaging (MRI, PET, SPECT and CAT scan), physical, occupational or speech therapy, foot orthotics, durable medical equipment (DME) supplies, infertility surgery, cardiac or pulmonary rehabilitation, skin removal or enhancement (lipectomy, select injectable drug treatment for varicose veins, etc.).
- **Any Elective Inpatient Surgery or Non-Emergency Admission.** Notification must be made at least seven days before admission. The admission and length of stay must be authorized before entering the facility.
- **Skilled Nursing Facility, Extended Care Facility or Nursing Home Admission.** Notification must be made at least seven days before admission. A review of the care being rendered will be conducted to determine if the services are skilled in nature.
- **Emergency or Urgent Admission.** Notification must be made within two business days after the admission.
- **Hospice Admission.** Notification must be made prior to the admission.
- **Potential Transplants.** Notification must be made prior to beginning evaluation services. Benefits are only available through the LCHP/LCDHP transplant network of hospitals/facilities.

✦ **Notification is *Not:***

- **A final determination of medical necessity**. If the notification administrator should determine that the setting and/or anticipated length of stay are no longer medically necessary and NOT eligible for coverage, the physician will be informed immediately. The plan participant will also receive written confirmation of this determination.
- **A guarantee of benefits**. Regardless of notification of a procedure or admission, there will be no benefit payment if the plan participant is ineligible for coverage on the date services were rendered or if the charges are deemed ineligible.
- **Enrollment of a newborn for coverage**. Complete the online process using the Self-Service Tools at **MyBenefits.illinois.gov**, or contact your HPR to enroll a newborn within 60 days of birth.
- **A determination of the amount which will be paid for a covered service**. Benefits are based upon the plan participant's eligibility status and the plan provisions in effect at the time the services are provided.

NOTE: For authorization procedures and time limits for behavioral health services, see the 'Behavioral Health' section later in this chapter.

Benefits for Services Received While Outside the United States

The plan covers eligible charges incurred outside of the United States for services that are generally accepted as medically necessary within the United States. All plan benefits are subject to plan provisions and deductibles. The benefit for facility and professional charges is paid at the non-LCHP or non-LCDHP rate. Notification is not required for medically necessary services rendered outside of the United States; however, medical necessity must be established prior to reimbursement. **Payment for the services will most likely**

be required from the plan participant at the time the services are rendered.

Plan participants must file a claim with the plan administrator for reimbursement. When filing a claim, enclose the itemized bill with a description of the services translated to English and the total amount of billed charges, along with the name of the patient, date of service, diagnosis, procedure code and the provider's name, address and telephone number. Reimbursement in American dollars will be based on the conversion rate of the billed currency on the date services were rendered.

Generally, Medicare will not pay for healthcare obtained outside the United States and its territories. When Medicare does not pay, LCHP/LCDHP becomes the primary payer and standard benefit levels apply.

Hospital Bill Audit Program

The Hospital Bill Audit Program applies to LCHP and LCDHP and non-LCHP or non-LCDHP hospital charges. Under the program, a member or dependent who discovers an error or overcharge on a hospital bill and obtains a corrected bill is eligible for 50% of the resulting savings up to a maximum of $1,000 per admission. Related nonhospital charges, such as radiologists and surgeons are not eligible charges under this program. This program applies only when LCHP or LCDHP is the primary payer.

Reimbursement documentation required:

- Original incorrect bill,
- Corrected copy of the bill, and
- Member's name, telephone number and last four digits of the SSN.

Submit Documentation to:

Hospital Bill Audit Program
CMS Group Insurance Division
801 S. 7th Street
P.O. Box 19208
Springfield, IL 62794-9208

Local Care Health Plan – Medical Benefits Summary

In-Network Benefit: Preventive services are paid at 100%. Unless otherwise indicated, a 90% benefit level will be applied to eligible services, supplies and therapies.

Out-of-Network Benefit: Unless otherwise indicated, all eligible services, supplies and therapies, including preventive services, are paid at 60% of allowable charges after the plan year deductible has been met.

Local Consumer-Driven Health Plan – Medical Benefits Summary

In-Network Benefit: Preventive services are paid at 100%. Unless otherwise indicated, a 90% benefit level will be applied to eligible services, supplies and therapies.

Out-of-Network Benefit: Preventive services are not covered. Unless otherwise indicated, all eligible services, supplies and therapies are paid at 70% of allowable charges after the plan year deductible has been met.

This document contains a brief overview of some of the benefits available under the Local Care Health Plan (LCHP) and the Local Consumer-Driven Health Plan (LCDHP). Contact the plan administrator for more information or coverage requirements and/or limitations. **In order for any service, therapy or supply to be considered eligible for coverage, it must be medically necessary as determined by the plan administrator. The information below indicates the requirements and benefit levels of the covered services, supplies and therapies for the standard benefit level and based on allowable charges.**

Acupuncture

- Charges for treatment of diagnosed chronic pain with a written referral from a physician or dentist. Coverage is subject to frequency limitations. **Note:** Chronic pain is defined as pain that persists longer than the amount of time normally expected for healing.

Ambulance **(See Exclusion #5 and #40)**

- Transportation charges to the nearest hospital/facility for emergency medically necessary services for a patient whose condition warrants such service. The plan administrator should be notified as soon as possible for a determination of coverage. Medically necessary transportation charges (emergency ground or air ambulance) will be paid at the 90% benefit level after the annual plan year deductible has been met. Services that are determined not to be medically necessary will not be covered.
- Transportation services eligible for coverage:
  - From the site of the disabling illness, injury, accident or trauma to the nearest hospital qualified to provide treatment (includes air ambulance when medically necessary).
  - From a remote area, by air, land or water (inside or outside the United States), to the nearest hospital qualified to provide emergency medical treatment.
  - From a facility which is not equipped to treat the patient's specific injury, trauma or illness to the nearest hospital equipped to treat the injury, trauma or illness.

Behavioral Health

In an emergency or a life-threatening situation, call 911, or go to the nearest hospital emergency room. Plan participants must call the behavioral health plan administrator within 48 hours to avoid a financial penalty. Authorization requirements still apply when plan participants have other coverage, such as Medicare.

- **Inpatient services** must be authorized prior to admission or within 48 hours of an emergency admission to receive in-network or out-of-network benefits. Authorization is required with each new admission. Failure to notify the behavioral health plan administrator of an admission to an inpatient facility within 48 hours will result in a financial penalty and risk incurring noncovered charges.
- **Partial hospitalization and intensive outpatient treatment** must be authorized prior to admission to receive in-network or out-of-network benefits. Authorization is required before beginning each treatment program. Failure to notify the behavioral health plan administrator of a partial hospitalization or intensive outpatient program will result in a financial penalty and risk incurring noncovered charges.

- **Outpatient services** received at the in-network benefit level must be provided by a LCHP/LCDHP network provider. Most routine outpatient services (such as therapy sessions and medication management) will be covered without the need for prior authorization. Authorization requirements for certain specialty outpatient services are noted below. Outpatient services that are not consistent with usual treatment practice for a plan participant's condition will be subject to a medical necessity review. The behavioral health administrator will contact the plan participant's provider to discuss the treatment if a review will be applied. Outpatient services received at the out-of-network benefit level must be provided by a licensed professional including licensed clinical social worker (LCSW), registered nurse, clinical nurse specialist (RN CNS), licensed clinical professional counselor (LCPC), licensed marriage and family therapist (LMFT), psychologist or psychiatrist to be eligible for coverage.
- **Electroconvulsive therapy, psychological testing and applied behavioral analysis** must be authorized to receive in-network or out-of-network benefits. Failure to obtain authorization will result in the risk of incurring noncovered charges.
- **Residential services** must be authorized prior to admission to receive in-network or out-of-network benefits. Authorization is required with each new residential admission. Failure to notify the behavioral health plan administrator of an admission to a residential facility will result in a financial penalty and risk incurring noncovered charges.

Breast Reconstruction Following Mastectomy

- The plan provides coverage, subject to and consistent with all other plan provisions, for services following a mastectomy, including:
  - Reconstruction of the breast (including implants) on which the mastectomy was performed.
  - Surgery and reconstruction on the other breast (including implants) to produce a symmetrical appearance.
  - Prosthesis and treatment for any physical complications at any stage of mastectomy, including post-surgical lymphedema (swelling associated with the removal of lymph nodes) rendered by a provider covered under the plan.
  - Mastectomy bras are covered following surgery or a change in prosthesis.

Cardiac Rehabilitation

- Phase I and Phase II when ordered by a physician.

Chiropractic Services

- Maximum of thirty (30) visits per plan year will be covered.
- No coverage for chiropractic services considered to be maintenance in nature, in that medical information does not document progress in the improvement of the condition.

Christian Science Practitioner

- Coverage for the services of a Christian Science Nurse or Practitioner.
  - A Christian Science Nurse is a nurse who is listed in a Christian Science Journal at the time services are given and who: (a) has completed nurses' training at a Christian Science Benevolent Association Sanitarium; or (b) is a graduate of another School of Nursing; or (c) had three consecutive years of Christian Science Nursing, including two years of training.
  - A Christian Science Practitioner is an individual who is listed as such in the Christian Science Journal at the time the medical services are provided and who provides appropriate treatment in lieu of treatment by a medical doctor.

Circumcision

- Charges for professional services.
- Charges for circumcision are considered to be covered services when billed as a separate claim for the newborn as long as the newborn is enrolled in the plan and the surgery is performed within the first thirty (30) days following birth.

Dental Services **(See Exclusion #14 and # 15)**

- **Accidental Injury:**
  - Coverage for professional services necessary as a result of an accidental injury to sound natural teeth caused by an external force. Care must be rendered within three months of original accidental injury. The appropriate facility benefit applies.
- **Nonaccidental:** Coverage limited to:
  - Anesthesia and facility charges for dependent children age six and under.
  - A medical condition that requires anesthesia and facility charges for dental care (not anxiety or behavioral

related conditions). Professional services are not covered under the medical plan.

Diabetic Coverage

- Charges for dietitian services and consultation when diagnosed with diabetes. No coverage unless ordered in conjunction with a diagnosis of diabetes.
- Charges for routine foot care by a physician when diagnosed with diabetes.
- Charges for insulin pumps and related supplies when deemed medically necessary.

Dialysis

- Charges for hemodialysis and peritoneal dialysis.

Durable Medical Equipment (DME) **(See Exclusion #5)**

- **Short-term Rental:**
  - Rental fees up to the purchase price for items that temporarily assist an impaired person during recovery. Examples include canes, crutches, walkers, hospital beds and wheelchairs.
- **Purchase:**
  - Charges to purchase the equipment. Equipment should be purchased only if it is expected that the rental costs will exceed the purchase price.
- DME exclusions include, but are not limited to:
  - Repairs or replacements due to negligence or loss of the item.
  - Newer or more efficient models.
- DME is eligible for coverage when provided as the most appropriate and lowest cost alternative as required by the person's condition.

NOTE: See Prosthetic Appliances for permanent replacement of a body part.

Emergency Services

The facility in which emergency treatment is rendered and the level of care determines the benefit level (hospital, urgent care center, physician office). For emergency transportation services, refer to the 'Ambulance' section.

- **Emergency Room:**

  LCHP
  - 90% of allowable charges after the special emergency room deductible at a LCHP or non-LCHP facility. The special deductible applies to each visit to an emergency room which does not result in an inpatient admission.

  LCDHP
  - 90% of allowable charges at a LCDHP or non-LCDHP facility.
- **Physician's Office:**
  - 90% of allowable charges; no special emergency room deductible applies. Treatment must be rendered within 72 hours of an injury or illness and meet the definition of emergency services presented above. Nonemergency medically necessary care is covered at 60% for LCHP and 70% for LCDHP of allowable charges.
- **Urgent Care or Similar Facility:**
  - 90% of allowable charges; no special emergency room deductible applies. Treatment must be rendered within 72 hours of an injury or illness and meet the definition of emergency services presented above. This benefit applies to professional fees only. Facility charges not covered when services are performed in a physician's office or urgent care center. Nonemergency medically necessary care is covered at out-of-network allowable charges.

Eye Care **(See Exclusion #11 and #26)**

- Charges for treatment of injury or illness to eye.

Foot Orthotics

Notification is required. Refer to 'Notification Requirements' in the 'Health Plan Options' section of this Benefits Handbook for more information.

- Must be custom molded or fitted to the foot and ordered by a physician or podiatrist.

Hearing Services

- Professional service charges for the hearing exam associated with the care and treatment of an injury or an illness.

Hospice

- Written notification of the terminal condition is required from the attending physician.
- Inpatient hospice requires notification. Refer to 'Notification Requirements' in the 'Health Plan Options' section of this Benefits Handbook for more information.

Inpatient Hospital/Facility Services

(See Exclusions #3, #6, #8, #32)

- Hospital/facility charges.

LCHP

- In-network–90% of allowable charges after the special deductible at a LCHP facility. The special deductible applies to each hospital stay.
- Out-of-network–60% of allowable charges after the special deductible at a non-LCHP facility. The special deductible applies to each hospital stay.

LCDHP

- In-network–90% of allowable charges at a LCDHP facility.
- Out-of-network–70% of allowable charges at a non-LCDHP facility.

NOTE: Failure to provide notification of an upcoming admission or surgery will result in a financial penalty and denial of coverage for services not deemed medically necessary. Refer to 'Notification Requirements' in the 'Health Plan Options' section of this Benefits Handbook for more information.

Infertility Treatment **(See Exclusion #25)**

Benefits are provided for the diagnosis and treatment of infertility. Infertility is defined as the inability to conceive after one year of unprotected sexual intercourse, the inability to conceive after one year of attempts to produce conception, the inability to conceive after an individual is diagnosed with a condition affecting fertility, or the inability to sustain a successful pregnancy. A woman shall be considered infertile without having to engage in one year of unprotected sexual intercourse if a physician determines that: 1) a medical condition exists that renders conception impossible through unprotected sexual intercourse; or 2) efforts to conceive as a result of one year of medically based and supervised methods of conception, including artificial insemination, have failed and are not likely to lead to a successful pregnancy.

- Predetermination of Benefits:
  - A written predetermination of benefits must be obtained from the health plan administrator prior to beginning infertility treatment to ensure optimum benefits. Documentation required from the physician includes the patient's reproductive history including test results, information pertaining to conservative attempts to achieve pregnancy and the proposed plan of treatment with physicians' current procedural terminology (CPT) codes.
- Infertility Benefits:
  - Coverage is provided only if the plan participant has been unable to sustain a successful pregnancy through reasonable, less costly, medically appropriate infertility treatment for which coverage is available under this plan.
- Coverage for assisted reproductive procedures includes, but is not limited to:
  - Artificial insemination, in vitro fertilization (IVF) and similar procedures which include but are not limited to: gamete intrafallopian tube transfer (GIFT), low tube ovum transfer (LTOT), zygote intrafallopian tube transfer (ZIFT), and uterine embryo lavage with a maximum of four (4) procedures per lifetime;
  - A maximum of three (3) artificial insemination procedures per menstrual cycle for a total of eight (8) cycles per lifetime;
  - If a live birth results from an in vitro procedure, two additional procedures are eligible for coverage;
  - Eligible medical costs associated with sperm or egg donation by a person covered under the plan may include, but are not limited to, monitoring the cycle of a donor and retrieval of an egg for the purpose of donating to a covered individual.
- Infertility treatment exclusions include, but are not limited to:
  - Nonmedical expenses of a sperm or egg donor otherwise covered under the plan such as transportation, shipping or mailing, administrative fees such as donor processing, search for a donor or profiling a donor, cost of sperm or egg purchased from a donor bank, cryopreservation and storage of sperm or embryo or fees payable to a donor;
  - Infertility treatment deemed experimental or unproven in nature;
  - Reversal of voluntary sterilization;
  - Payment for medical services rendered to a surrogate for purposes of attempting or achieving pregnancy;
  - Pre-implantation genetic testing.

Lab and Radiology

- Outpatient:
  - Charges at a physician's office, hospital, clinic or urgent care center.

- Inpatient:
  - If billed by a hospital as part of a hospital confinement, paid at the appropriate hospital benefit level.
- Professional charges:
  - Professional charges associated with the interpretation of the lab or radiology procedures.

Medical Supplies **(See Exclusions #3, #5, #19)**

- Medical supplies include, but are not limited to ostomy supplies, surgical dressings and surgical stockings.

Morbid Obesity Treatment **(See Exclusion #12)**

- Charges for professional services.
- Obesity surgery is eligible for covered dependents based on medical necessity and predetermination of benefits.

Newborn Care **(See Exclusion #39)**

- Charges for professional services in an office or hospital setting.
- Benefits are available for newborn care only if the dependent is enrolled no later than 60 days following the birth.

Occupational Therapy/Physical Therapy **(See Exclusion #10)**

Notification is required. Refer to 'Notification Requirements' in the 'Health Plan Options' section of this Benefits Handbook for more information.

- Covered if administered under the supervision of and billed by a licensed or registered occupational therapist, physical therapist or physician.

Outpatient Hospital/Facility Services, including Surgery

(See Exclusions #3, #4, #6)

- Covered if performed at a hospital/facility.
- Covered if performed at an ambulatory surgical treatment center which is licensed by the Department of Public Health, or the equivalent agency in other states, to perform outpatient surgery.

Physician Services

- Charges for medical treatment of an injury or illness.

Physician Services – Surgical

(See Exclusions #12, #13, #16)

- Inpatient Surgery:
  - Follow-up care by the surgeon is considered part of the cost of the surgical procedure and is NOT covered as a separate charge.
- Outpatient Surgery:
  - If surgery is performed in a physician's office, the following will be considered as part of the fee:
  - Surgical tray and supplies.
  - Local anesthesia administered by the physician.
  - Medically necessary follow-up visits.
- Plastic and reconstructive surgery is limited for the following:
  - An accidental injury.
  - Congenital deformities evident at infancy.
  - Reconstructive mammoplasty following a mastectomy.
- Assistant surgeon:
  - A payable assistant surgeon is a physician who assists the surgeon, subject to medical necessity.
  - Up to 20% of allowable charges of eligible charges.
- Multiple surgical procedures:
  - Standard plan guidelines are used in processing claims when multiple surgical procedures are performed during the same operative session.
  - Charges for the most inclusive (comprehensive) procedure. Additional procedures are paid at a lesser level. Contact the plan administrator for a predetermination of benefits.

Podiatry Services **(See Exclusion #9)**

Notification is required. Refer to 'Notification Requirements' in the 'Health Plan Options' section of this Benefits Handbook for more information.

Prescription Drugs

- Drug charges if billed by a physician's office and not obtained at a pharmacy.
- Prescription drugs obtained as part of a skilled care facility stay are payable by the health plan administrator.

- Prescription drugs obtained as part of a hospital stay are payable at the appropriate facility benefit level.
- Prescription drugs billed by a skilled nursing facility, extended care facility or a nursing home must be submitted to the prescription drug plan administrator.

Preventive Services

Routine preventive care services which do NOT require a diagnosis or treatment are covered at 100% when utilizing a network provider. LCHP out-of-network preventive care is covered at 60% of allowable charges. Out-of-network LCDHP preventive care is not covered. Your doctor will determine the tests and frequency that are right for you based on your age, gender and family history. In-network preventive services are not subject to the plan year deductible.

NOTE: Claims which indicate a diagnosis are not considered preventive and are subject to the plan year deductible and coinsurance.

Prosthetic Appliances

A prosthetic appliance is one which replaces a body part. Examples are artificial limbs and artificial eyes.

- Charges for:
  - The original prosthetic appliance.
  - Replacement of a prosthetic appliance due to growth or a change in the person's medical condition.
  - Repair of a prosthetic appliance due to normal wear and usage rendering the appliance no longer functional.
- No payment will be made if the appliance is damaged or lost due to negligence.
- Prosthetic appliances exclusions include, but are not limited to:
  - Appliances not recommended or approved by a physician.
  - Appliances to overcome sexual dysfunction, except when the dysfunction is related to an injury or illness.
  - Items considered cosmetic in nature such as artificial fingernails, toenails, eyelashes, wigs, toupees or breast implants.
  - Experimental or investigational appliances.

Skilled Nursing – Home Setting (Notification Required)

- Contact the Notification/Medical Case Management plan administrator for a determination of benefits.
- The benefit for skilled nursing service will be limited to the lesser of the cost for care in a home setting or the average cost in a skilled nursing facility, extended care facility or nursing home within the same geographic region.
- The continued coverage for skilled nursing service will be determined by the review of medical records and nursing notes.

Skilled Nursing – In a Skilled Nursing Facility, Extended Care Facility or Nursing Home

(See Exclusions #3, #4, #6)

- Benefits are subject to skilled care criteria and will be allowed for the most cost-effective setting or the level of care required as determined by the Notification/Medical Case Management plan administrator.
- 100 day limit per plan year.
- Must be a licensed healthcare facility primarily engaged in providing skilled care.
- Notification is required at least seven days prior to admission or at time of transfer from an inpatient hospital stay.
- Benefits are limited to the average cost of available facilities within the same geographic region.
- The service must be medically necessary.
- The continued coverage for skilled nursing service will be determined by the review of medical records and nursing notes.
- Prescription drug charges must be submitted to the health plan administrator.

NOTE: Extended care facilities are sometimes referred to as nursing homes. Most care in nursing homes is NOT skilled care and therefore is NOT covered. Many people purchase long-term care insurance policies to cover those nursing home services which are NOT covered by medical insurance or Medicare.

Speech Therapy

Notification is required. Refer to 'Notification Requirements' in the 'Health Plan Options' section of this Benefits Handbook for more information.

- Charges for medically necessary speech therapy ordered by a physician.
- Treatment must be for a speech disorder resulting from injury or illness serious enough to significantly interfere with the ability to communicate at the appropriate age level.

- The therapy must be restorative in nature with the ability to improve communication.
- The person must have the potential for communication.

Transplant Services

In order for any organ, tissue or bone marrow transplant to be covered under the plan, one of the designated procedure specific transplant hospitals must be utilized. The transplant candidate must contact the Medical Case Management plan administrator of the potential transplant. Once notification occurs, the Medical Case Manager (MCM) will coordinate all treatments and further notification is not required. Those refusing to participate in the MCM program will be notified that coverage may be terminated under the plan for treatment of the condition.

The transplant benefit includes all diagnostic treatment and related services necessary to assess and evaluate the transplant candidate. All related transplant charges submitted by the transplant hospital are covered at 90% of the contracted rate. For LCHP, a $250 special deductible applies.

In some cases, transplants may be considered nonviable for some candidates, as determined by the MCM plan administrator in coordination with the transplant hospital.

- Transplant exclusions include, but are not limited to:
  - Investigational drugs, devices or experimental procedures.
  - Charges related to the search for an unrelated bone marrow donor.
  - A corneal transplant is not part of the transplant hospital benefit; however, standard benefits apply under the medical portion of the coverage.

Transplant Coordination of Donor/Recipient Benefits

- When both the donor and the recipient are covered under the plan, both are entitled to benefits under the plan, under separate claims.
- When only the recipient is covered, the donor's charges are covered as part of the recipient's claim if the donor does not have insurance coverage, or if the donor's insurance denies coverage for medical expenses incurred.
- When only the recipient is covered and the donor's insurance provides coverage, the plan will coordinate with the donor's plan.
- When only the donor is covered, only the donor's charges will be covered under the plan.
- When both donor and recipient are members of the same family and are both covered by the plan, no deductible or coinsurance shall apply.

The transplant hospital network is subject to change throughout the year. Call the Notification/Medical Case Management plan administrator for current transplant hospitals.

Transplant – Transportation and Lodging Benefit

- The maximum expense reimbursement is $2,400 per case. Automobile mileage reimbursement is limited to the mileage reimbursement schedule established by the Governor's Travel Control Board. Lodging per diem is limited to $70. There is no reimbursement for meals.
- The plan will also cover transportation and lodging expenses for the patient and one immediate family member or support person prior to the transplant and for up to one year following the transplant. This benefit is available only to those plan participants who have been accepted as a candidate for transplant services.
- Requests for reimbursement for transportation and lodging with accompanying receipts should be forwarded to:

  Organ Transplant Reimbursement
  CMS Group Insurance Division
  801 S. 7th Street
  P.O. Box 19208
  Springfield, IL 62794-9208

- The plan participant has twelve months from the date expenses were incurred to submit eligible charges for reimbursement. Requests submitted after the twelve-month limit will not be considered for reimbursement.

Urgent Care Services

Urgent care is care for an unexpected illness or injury that requires prompt attention, but is less serious than emergency care. Treatment may be rendered in facilities such as a physician's office, urgent care facility or prompt care facility. This benefit applies to professional fees only. If a facility fee is billed, the emergency room deductible applies.

NOTE: See Emergency Services for medically necessary emergency care.

Local Care Health Plan (LCHP) and Local Consumer-Driven Health Plan (LCDHP) Exclusions and Limitations

No benefits are available:

1. For services or care not recommended, approved and provided by a person who is licensed under the Illinois Medical Practices Act or other similar laws of Illinois, other states, countries or by a nurse midwife who has completed an organized program of study recognized by the American College of Nurse Midwives or by a Christian Science Practitioner.

2. For services and supplies not related to the care and treatment of an injury or illness, unless specifically stated in this document to be a covered service in effect at the time the service was rendered. Excluded services and supplies include, but are not limited to: sports-related health checkups, employer-required checkups, wigs and hairpieces.

3. For care, treatment, services or supplies which are not medically necessary for the diagnosed injury or illness, or for any charges for care, treatment, services or supplies which are deemed unreasonable by the plan.

4. For charges for the services, room and board or supplies that exceed allowable charges.

5. For personal convenience items, including but not limited to: telephone charges, television rental, guest meals, wheelchair/van lifts, nonhospital type adjustable beds, exercise equipment, special toilet seats, grab bars, ramps, transportation services or any other services or items determined by the plan to be for personal convenience.

6. For rest, convalescence, custodial care or education, institutional or in-home nursing services which are provided for a person due to age, mental or physical condition mainly to aid the person in daily living such as home delivered meals, child care, transportation or homemaker services.

7. For extended care and/or hospital room and board charges for days when the bed has not been occupied by the covered person (holding charges).

8. For private room charges which are not medically necessary as determined by the plan administrator.

9. For routine foot care, including removal in whole or in part of corns, calluses, hyperplasia, hypertrophy and the cutting, trimming or partial removal of toenails, except for patients with the diagnosis of diabetes.

10. For chiropractic services, occupational therapy and physical therapy considered to be maintenance in nature, in that medical documentation indicates that maximum medical improvement has been achieved.

11. For keratotomy or other refractive surgeries.

12. For the diagnosis or treatment of obesity, except services for morbid obesity, as approved by the plan administrator.

13. For sexual dysfunction, except when related to an injury or illness.

14. For services relating to the diagnosis, treatment, or appliance for temporomandibular joint disorders or syndromes (TMJ), myofunctional disorders or other orthodontic therapy.

15. For an internal accidental injury to the mouth caused by biting on a foreign object and outpatient services for routine dental care.

16. For the expense of obtaining an abortion, induced miscarriage or induced premature birth, unless it is a physician's opinion that such procedures are necessary for the preservation of the life of the woman seeking such treatment, or except in an induced premature birth intended to produce a live viable child and such procedure is necessary for the health of the woman or her unborn child.

17. For cosmetic surgery or therapies, except for the repair of accidental injury, for congenital deformities evident in infancy or for reconstructive mammoplasty after partial or total mastectomy when medically indicated.

18. For services rendered by a healthcare provider specializing in behavioral health services who is a candidate in training.

19. For services and supplies which do not meet accepted standards of medical or dental practice at the time the services are rendered.

20. For treatment or services which are investigational, experimental or unproven in nature including, but not limited to, procedures and/or services: which are performed in special settings for research purposes or in a controlled environment; which are being studied for safety, efficacy and effectiveness; which are awaiting endorsement by the appropriate national medical specialty organization; which medical literature does not accept as a reasonable alternative to existing treatments; or, that do not yet meet medical standards of care.

21. For services due to bodily injury or illness arising out of or in the course of a plan participant's employment, which is compensable under any Workers' Compensation or Occupational Disease Act or law.

22. For court mandated services if not a covered service under this plan or not considered to be medically necessary by the appropriate plan administrator.

23. For services or supplies for which a charge would not have been made in the absence of coverage or for services or supplies for which a plan participant is not required to pay.

24. For services arising out of war or an act of war, declared or undeclared, or from participation in a riot, or incurred during or as a result of a plan participant's commission or attempted commission of a felony.

25. For services related to the reversal of sterilization.

26. For lenses (eye glasses or removable contact lenses) except initial pair following cataract surgery.

27. For expenses associated with obtaining, copying or completing any medical or dental reports/records.

28. For services rendered while confined within any federal hospital, except for charges a covered person is legally required to pay, without regard to existing coverage.

29. For charges imposed by immediate relatives of the patient or members of the plan participant's household as defined by the Centers for Medicare and Medicaid Services.

30. For services rendered prior to the effective date of coverage under the plan or subsequent to the date coverage is terminated.

31. For private duty nursing, skilled or unskilled, in a hospital or facility where nursing services are normally provided by staff.

32. For services or care provided by an employer-sponsored health clinic or program.

33. For travel time and related expenses required by a provider.

34. For facility charges when services are performed in a physician's office.

35. For the treatment of educational disorders relating to learning, motor skills, communication and pervasive development conditions.

36. For nonmedical counseling or ancillary services, including but not limited to custodial services, education, training, vocational rehabilitation, behavioral training, biofeedback, neuro feedback, hypnosis, sleep therapy, employment counseling, back-to-school, return to work services, work hardening programs, driving safety and services, training, educational therapy or nonmedical ancillary services for learning disabilities, developmental delays, autism (except as provided under covered expenses) or intellectual disability.

37. For telephone, email and internet consultations and telemedicine.

38. For expenses associated with legal fees.

39. For medical and hospital care and cost for the infant child of a dependent, unless this infant is otherwise eligible under the plan.

40. For transportation between healthcare facilities because of patient's choice; transportation of patients who have no other available means of transportation; transportation that is not medically necessary; or Medicar or similar type of transportation when used for patient's convenience.

Prescription Coverage

Overview

Plan participants enrolled in LGHP have prescription drug benefits included in the coverage. Members who elect one of these health plans must utilize a pharmacy participating in the plan's pharmacy network or the full retail cost of the medication will be charged. If using a nonparticipating pharmacy, partial reimbursement may be provided if the plan participant files a claim with the health plan. If a plan participant elects a brand name drug and a generic is available, the plan participant must pay the cost difference between the brand product and the generic product, in addition to the brand copayment.

Prescription copayments/coinsurance paid by participants will apply toward the out-of-pocket maximum. Once the maximum has been met, eligible medical, behavioral health and prescription drug charges will be covered at 100 percent for the remainder of the plan year. The out-of-pocket maximum amount for each type of health plan varies and is outlined in the current Benefit Choice Options book as well as the **MyBenefits.illinois.gov** website.

Prior authorization may be required for a select group of medications. If a prescription is presented for one of these medications, the pharmacist will indicate that a prior authorization is needed before the prescription can be filled. To receive a prior authorization, the prescribing physician must provide medical information, including a diagnosis, to the prescription drug plan administrator for review. Once a prior authorization is in place, the prescriptions may be filled until the authorization expires, usually one year.

Plan participants who have additional prescription drug coverage, including Medicare, should contact their prescription benefits manager (PBM), or HMO plan administrator for coordination of benefits (COB) information.

Formulary List

All prescription medications are compiled on a formulary list (i.e., drug list) maintained by each health plan's prescription benefit manager (PBM). Formulary lists categorize drugs into levels. Each level requires a different copayment amount (coinsurance for LCDHP). Each plan maintains a formulary list of medications. Formulary lists are subject to change any time during the plan year. To compare formulary lists, cost-savings programs and to obtain a list of network pharmacies that participate in the various health plans, plan participants should visit the website of their health plan and PBM. Either the health plan or the PBM will notify the plan participant by mail when a prescribed medication they are currently taking is reclassified into a different formulary category. If a formulary change occurs, plan participants should consult with their physician to determine if a change in prescription is appropriate.

Health Maintenance Organizations (HMOs)

Health maintenance organizations (HMOs) use a separate prescription benefit manager (PBM) to administer their prescription drug benefits. It should be noted that most plans do not cover over-the-counter drugs or drugs prescribed by some medical professionals (including dentists).

Formulary lists categorize drugs into four levels: generic, preferred brand, nonpreferred brand and specialty.

Local Consumer-Driven Health Plan (LCDHP)

The Local Consumer-Driven Health Plan (LCDHP) has prescription drug benefits administered through the self-funded insurance plans' prescription benefit manager (PBM). Prescription drug benefits are subject to the medical plan year deductible and out-of-pocket maximum. Preventive prescription drugs are not subject to the annual plan deductible; however, the applicable coinsurance will apply.

Most drugs purchased with a prescription from a physician or a dentist are covered; however, over-the counter drugs are not covered, even if purchased with a prescription. Members enrolled in the LCDHP plan are limited to a 60-day maximum supply per fill. LCDHP formulary drugs are categorized into levels. Each requires a different coinsurance payment.

Formulary lists categorize drugs into three levels: generic, preferred brand and nonpreferred brand.

Open Access Managed Care Plans and the Local Care Health Plan (LCHP)

Open access managed care plans and the Local Care Health Plan (LCHP) have prescription drug benefits administered through the self-funded insurance plans' prescription benefit manager (PBM). Prescription drug benefits are independent

Prescription Coverage (cont.)

of other medical services and are not subject to the medical plan year deductible. Most drugs purchased with a prescription from a physician or a dentist are covered; however, over-the-counter drugs are not covered, even if purchased with a prescription. Members enrolled in the LCHP or an open access managed care plan are limited to a 60-day maximum supply per fill. Members may receive a 90-day supply of medication for two copayments by utilizing the mail order option. See the 'Mail Order Prescriptions' section for details.

Formulary lists categorize drugs into four levels: generic, preferred brand, nonpreferred brand and specialty.

Prescription Drug Step Therapy (PDST) is required for members who have their prescription drug benefits administered through LCHP or one of the open access managed care plans. PDST requires the member to first try one or more specified drugs to treat a particular condition before the plan will cover another (usually more expensive) drug that their doctor may have prescribed. PDST is intended to reduce costs to both the member and the plan by encouraging the use of medications that are less expensive but still treat the member's condition effectively.

Members taking brand medication that requires PDST, which has not received prior authorization approval, will receive a rejection at a retail or mail order pharmacy as the plan requires a generic in that drug class be tried first.

Open Access Managed Care Plans, Local Care Health Plan (LCHP) and Local Consumer-Driven Health Plan (LCDHP)

Compound drugs are covered under the prescription drug plan. If the compound drug contains an ingredient not covered by the plan, the entire compound drug will be denied.

Injectable and intravenous medications may be obtained through a retail network pharmacy or through the prescription drug plan administrator's mail order pharmacy.

If a network pharmacy does not stock a particular drug or supply and is unable to obtain it, call the prescription drug plan administrator for further direction.

Prepackaged prescriptions – The prescription copayment or coinsurance will be based on a 1 to 30-day supply as prescribed by the physician. Since manufacturers sometimes prepackage products in amounts that may be more or less than a 30-day supply as prescribed, the applicable copayment or coinsurance will apply.

Prescribed medical supplies are supplies necessary for the administration of prescription drugs such as covered hypodermic needles and syringes. Copayments or applicable coinsurance may apply.

Diabetic supplies and insulin that are purchased with a prescription are covered through the plan and are subject to the appropriate copayment/co-insurance.

Some diabetic supplies are also covered under Medicare Part B. If the plan participant is not Medicare Part B primary, the appropriate copayment or applicable coinsurance must be paid at the time of purchase at a network pharmacy. If Medicare Part B is primary, the plan participant is responsible for the Medicare coinsurance at the time of purchase. The claim must first be submitted to Medicare for reimbursement. Upon receipt of the Medicare Summary Notice (MSN), a claim may be filed with the prescription drug plan administrator for any secondary benefit due. If the diabetic supplies are billed by a physician or medical supplier, the supplies would be paid by the health plan administrator.

Insulin pumps and their related supplies are not covered under the prescription drug plan. In order to receive coverage for these items, contact the health plan adminstrator on the **MyBenefits.illinois.gov** website or listed in the current Benefit Choice Options booklet.

Mail Order Prescriptions

The mail order pharmacy option provides participants the opportunity to receive medications directly from the PBM. Both maintenance and nonmaintenance medications may be obtained through the mail order process. When LCHP or open access plan participants use the mail order pharmacy they will receive a **90-day supply of medication (equivalent to 3 fills) for only two copayments. LCDHP plan participants receive a 90-day supply for the appropriate coinsurance.** To utilize the mail order pharmacy, plan participants must submit an original prescription from the attending physician. For maintenance medication, the prescription should be written for a 90-day supply and include up to three 90-day refills totaling one year of medication. The original prescription must be attached to a completed Mail Order form and sent to the address indicated on the form. Order forms can be obtained by contacting the PBM or by accessing the **MyBenefits.illinois.gov** website.

Prescription Coverage (cont.)

Special Note Regarding Medications for Nursing Home/Extended Care Facility Patients

Due to the large amounts of medication generally administered at nursing homes and extended care facilities, many of these types of facilities cannot maintain more than a 30-day supply of prescriptions per patient. In order to avoid being charged a double copayment for a 30-day supply, the patient or person who is responsible for the patient's healthcare (such as a spouse, civil union partner, power of attorney or guardian) should submit a letter requesting an 'exception' to the double copayment for their medication. The effective date of the exception is the receipt date of the request. NOTE: Since each request is based on a specific list of medications, any newly prescribed medication(s) must be sent as another request.

Request Requirements

- Must be in the form of a letter.
- Must include the patient's name, a list of all medicationsthe patient is taking and the dosage of each medication.

Submit Documentation to:

CMS Group Insurance Division
Member Services Unit
801 S. 7th Street
P.O. Box 19208
Springfield, IL 62794-9208

Coordination of Benefits

The LGHP coordinates with Medicare and other group plans. The appropriate copayment will be applied for each prescription filled.

Exclusions and Limitations

The LGHP reserves the right to exclude or limit coverage of specific prescription drugs or supplies.

Behavioral Health

Overview

Behavioral health services are for the diagnosis and treatment of mental health and/or substance abuse disorders. Eligible charges are for those covered services deemed medically necessary by the plan administrator. The coverage of behavioral health services (mental health and substance abuse) complies with the federal Mental Health Parity and Addiction Equity Act of 2008. This federal law requires health plans to cover behavioral health services at benefit levels equal to those of the plan's medical benefits.

Coverage for behavioral health services is provided under all of the LGHP plans. There are no restrictions regarding the number of visits and hospital days allowed per plan year. Charges for behavioral health services are included in a plan participant's annual plan deductible if applicable and annual out-of-pocket maximum. Covered services for behavioral health must still meet the plan administrator's medical necessity criteria and will be paid in accordance with the benefit schedule. Please contact the plan for specific benefit information.

Local Consumer-Driven Health Plan (LCDHP) and Local Care Health Plan (LCHP)

Covered services for behavioral health which meet the plan administrator's medical necessity criteria are paid in accordance with the Local Care Health Plan (LCHP)/Local Consumer-Driven Health Plan (LCDHP) benefit schedule for in-network and out-of-network providers. Please contact the behavioral health plan administrator for specific benefit information and for a listing of in-network hospital facilities and participating providers.

Authorization Requirements for Behavioral Health Services

In an emergency or a life-threatening situation, call 911, or go to the nearest hospital emergency room. Plan participants must call the behavioral health plan administrator within 48 hours to avoid a financial penalty. Authorization requirements still apply when plan participants have other coverage, such as Medicare.

- **Inpatient services** must be authorized prior to admission or within 48 hours of an emergency admission to receive in-network or out-of-network benefits. Authorization is required with each new admission. Failure to notify the behavioral health plan administrator of an admission to an inpatient facility within 48 hours will result in a financial penalty and risk incurring noncovered charges.
- **Partial hospitalization and intensive outpatient treatment** must be authorized prior to admission to receive in-network or out-of-network benefits. Authorization is required before beginning each treatment program. Failure to notify the behavioral health plan administrator of a partial hospitalization or intensive outpatient program will result in a financial penalty and risk incurring noncovered charges.
- **Outpatient services** received at the in-network benefit level must be provided by a LCHP/LCDHP network provider. Most routine outpatient services (such as therapy sessions and medication management) will be covered without the need for prior authorization. Authorization requirements for certain specialty outpatient services are noted below. Outpatient services that are not consistent with usual treatment practice for a plan participant's condition will be subject to a medical necessity review. The behavioral health administrator will contact the plan participant's provider to discuss the treatment if a review will be applied. Outpatient services received at the out-of-network benefit level must be provided by a licensed professional including licensed clinical social worker (LCSW), registered nurse, clinical nurse specialist (RN CNS), licensed clinical professional counselor (LCPC), licensed marriage and family therapist (LMFT), psychologist or psychiatrist to be eligible for coverage.
- **Electroconvulsive therapy, psychological testing and applied behavioral analysis** must be authorized to receive in-network or out-of-network benefits. Failure to obtain authorization will result in the risk of incurring noncovered charges.
- **Residential services** must be authorized prior to admission to receive in-network or out-of-network benefits. Authorization is required with each new residential admission. Failure to notify the behavioral health plan administrator of an admission to a residential facility will result in a financial penalty and risk incurring noncovered charges.

Dental Coverage

Overview

The Local Care Dental Plan (LCDP) is designed to offer plan participants coverage for basic dental services regardless of the health plan chosen. Employees who waive health plan coverage are not eligible for dental coverage.

Each plan participant is subject to an **annual plan deductible** for all dental services, except those listed in the Dental Schedule of Benefits as 'Diagnostic' or 'Preventive'. Once the deductible has been met, the plan participant is subject to a maximum annual dental benefit. See the current Benefit Choice Options booklet for the amount of the maximum benefit.

- Plan participants may go to any dentist.
- The maximum benefit amount paid for eligible services is listed in the Dental Schedule of Benefits. Dental procedure codes that are not listed in the Dental Schedule of Benefits are not covered by the plan and are not eligible for payment. Plan participants are responsible for all charges over the scheduled amount and/or over the annual maximum benefit. The Dental Schedule of Benefits is available on the **MyBenefits.illinois.gov** website.
- Plan participants may obtain dental identification cards from the dental plan administrator.

Choosing a Provider

With LCDP, plan participants can choose any dental provider for services; however, plan participants will receive enhanced benefits, resulting in lower out-of-pocket costs, when they receive services from a network provider. There are two separate networks of providers that a plan participant may utilize for dental services: the PPO network and the Premier network.

- **PPO Network:** If you receive services from a PPO dentist, your out-of-pocket expenses will often be less because these providers accept a reduced PPO fee (less any deductible). If the PPO fee is higher than the amount listed on the Schedule of Benefits, you will be required to pay the difference.

- **Premier Network:** If you receive services from a Premier dentist, your out-of-pocket expenses may also be less because Premier providers accept the allowed Premier fee (less any deductible). If the allowed fee is higher than the amount listed on the Schedule of Benefits, you will be required to pay the difference.

Out-of-Network Services

If you receive services from a dentist who does not participate in either the PPO or Premier network, the amount paid by the plan will be in accordance with the Schedule of Benefits.

Preventive and Diagnostic Services

Preventive and diagnostic services are not subject to the annual deductible and include, but are not limited to:

- Two periodic oral examinations per person per plan year.
- Two adult or child prophylaxis (scaling and polishing of teeth) per person per plan year.
- Two bitewing radiographs per person per plan year.
- One full mouth radiograph per person every three plan years.

Prosthodontics

Prosthodontics, which include crowns, bridges and dentures, are subject to the following limitations:

- Prosthodontics to replace missing teeth are covered **only for teeth that are lost while the person is covered under this plan**.
- Immediate dentures are covered only if five or more teeth are extracted on the same day.
- Permanent dentures to replace immediate dentures are covered only if placed in the person's mouth within two years from the placement of the immediate denture.
- Replacement dentures are covered only under one of the following circumstances:
  - Existing denture is at least 5 years old, or
  - Structural changes in the person's mouth require new dentures.
- Replacement crowns are covered only when the existing crown is at least 5 years old.
- Replacement bridges are covered only when the existing bridge is at least 5 years old.

Dental Coverage (cont.)

Child Orthodontics

The child orthodontia benefit is available only to children who begin treatment prior to the age of 19. A maximum lifetime benefit for child orthodontia applies regardless of the number of courses of treatment and the annual plan year deductible will need to be satisfied unless it was previously satisfied for other dental services incurred during the plan year.

The maximum lifetime benefit amount applies to each plan participant and does not start over with each course of treatment. Courses of treatment include all orthodontic services, not only the placement of braces. For example, a child may have a retaining device when they are 8 years old and then have braces installed when they are 15. The allowable benefit amount for the retainer plus the benefit amount for the braces cannot exceed the maximum lifetime benefit amount allowed.

The benefit amount that will be paid for orthodontic treatment depends on the length of the treatment plan as determined by the orthodontist. The length of treatment time frames and the associated benefit amount allowed is listed on the **MyBenefits.illinois.gov** website as well as in the annual Benefit Choice Options booklet.

Twenty-five percent (25%) of the applicable orthodontia benefit, based on the length of treatment, will be reimbursed after the initial banding. The remaining benefit will be prorated over the remaining length of treatment period.

Provider Payment

If you use a network dentist, you will not have to pay the dentist at the time of service (with the exception of applicable deductibles, charges for noncovered services, charges over the amount listed on the schedule of benefits and/or amounts over the annual maximum benefit). Network dentists will automatically file the dental claim for their patients. Employees who use a network provider and do not have any out-of-pocket costs for their visit will not receive an explanation of benefits (EOB). The employee may, however, view their EOB on the dental plan administrator's website.

Participants who use an out-of-network dentist may have to pay the entire bill at the time of service and/or file their own claim form depending on the payment arrangements the plan participant has with their dentist. Out-of-network dentists can elect to accept assignment from the plan or may require other payment terms. Coordination of benefits applies to any other dental coverage.

Pretreatment Estimate

For both prosthodontics and orthodontics, although not required, a pretreatment estimate is strongly encouraged to assist plan participants in determining the benefits available. To obtain a pretreatment estimate, plan participants should contact their dental provider.

Benefits for Services Received While Outside the United States

The plan covers eligible charges incurred for services received outside of the United States. All plan benefits are subject to plan provisions and deductibles.

Payment for the services may be required at the time service is provided and a claim form must be filed with the dental plan administrator. When filing the claim, enclose the itemized bill with a description of the service translated to English and converted to U.S. currency along with the name of the patient, date of service, diagnosis, procedure code and the provider's name, address and telephone number.

Dental Coverage (cont.)

Dental Exclusions and Limitations

No benefits shall be payable for:

1. Dental services covered under the health plan.
2. Services rendered prior to the plan participant's effective date of coverage or subsequent to the date of termination of coverage.
3. Services not listed in this plan description or for services rendered prior to the date a service or procedure became a covered benefit as indicated in this plan description.
4. Services performed to correct congenital and /or developmental conditions including but not limited to malformations, retention of deciduous (baby) teeth, impaction or absence of permanent teeth, cleft palate, mandibular prognathism or retrognathism, enamel hypoplasia, amelogenesis imperfecta, fluorosis, and anodontia (i.e., the absence of teeth) are excluded from coverage.
5. Dental services relating to the diagnosis or treatment, including appliances, for temporomandibular joint disorders (TMJ) and myofunctional disorders, craniofacial pain disorders and orthognathic surgery. However, occlusal guards are covered.
6. Services not necessary or not consistent with the diagnosis or treatment of a dental condition, as determined by the dental plan administrator.
7. Orthodontia of deciduous (baby) teeth or adult orthodontia.
8. Services compensable under the Workers' Compensation Act or Employer's Liability Law.
9. Procedures or surgeries undertaken for primarily cosmetic reasons.
10. Construction of duplicate dentures.
11. Replacement of a fixed or removable prosthesis for which benefits were paid under this plan for the same tooth/teeth, if the replacement occurs within five years from the date the expense was incurred, unless:
    - The prosthesis is a stayplate or a similar temporary prosthesis and is being replaced by a permanent prosthesis; or
    - The prosthesis, while in the oral cavity, has been damaged beyond repair, as a result of injury while eligible under the plan.
12. Customization of dental prosthesis, including personalized, elaborate dentures or specialized techniques.
13. Expenses associated with obtaining, copying or completing any dental or medical reports.
14. Charges for procedures considered experimental in nature.
15. Service or care performed by a family member or other person normally residing with the participant.
16. Services provided or paid for by a governmental agency or under any governmental program or law, except for charges which the person is legally obligated to pay. This exception extends to any benefits provided under the U.S. Social Security Act and its amendments.
17. General anesthesia, conscious sedation or intravenous sedation services (with the exception of children under age 6) unless medically necessary. Supporting documentation from a medical provider will be reviewed by the dental plan administrator.
18. Fixed or removable prosthodontics for a patient under age 18.
19. Sealants for adults over age 18.
20. Amalgam and resin-based composite fillings more than once per surface in a 12-month interval.

Vision Coverage

Overview

The vision care benefit plan is designed to assist with the costs of well-vision care and to encourage the maintenance of vision through regular eye exams. Periodic eye exams can detect and prevent ailments not only in the eyes, but throughout the body. The plan provides coverage when glasses or contacts are required. For more information, contact the vision plan administrator.

Eligibility

All plan participants covered by LGHP receive vision care benefits. Benefit levels are published on an annual basis on the **MyBenefits.illinois.gov** website as well as in the Benefit Choice Options booklet.

Frequency of Benefits

Eye exams, replacement lenses, including contacts are covered once every 12 months from the last date the exam benefit was used. Standard frames are covered every 24 months from the last date used. Each service component is independent and may be obtained at separate times from separate providers. For example, a plan participant may receive an eye examination from one provider and purchase frames/lenses from a different provider.

Provider Services

Materials and services obtained from a network provider are paid at the network provider coverage benefit level. Applicable copayments and additional charges must be paid at the time of service. Eligible services or materials may be obtained from any licensed optometrist, ophthalmologist or optician. A directory of network providers can be found on the plan administrator's website.

If an out-of-network provider is used, the plan participant must pay the provider in full and request reimbursement from the vision plan administrator. To request reimbursement, send an itemized receipt and a claim form requesting reimbursement to the vision plan administrator. Reimbursement will be paid up to the maximum allowance amount as detailed in the schedule of benefits, out-of-network provider coverage chart on the **MyBenefits.illinois.gov** website. Out-of-network provider benefits are paid directly to the covered member. Claim forms are available on the **MyBenefits.illinois.gov** website and through the plan administrator.

Chapter 3

Chapter 3: Miscellaneous

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Smoking Cessation Program

Overview

Eligible plan participants are entitled to receive a rebate towards the cost of a smoking cessation program. The maximum rebate is $50, limited to one per plan year and available only upon completion of a smoking cessation program. Please note that many managed care plans offer smoking cessation programs separate from the LGHP's Smoking Cessation Program. Plan participants who utilize a smoking cessation program through their managed care plan are not eligible for a Smoking Cessation Program benefit through the LGHP. Contact the managed care plan for more information regarding their smoking cessation program options and limitations.

Eligibility

The Smoking Cessation Program is available to all members who are eligible for benefits under LGHP and their enrolled dependents.

Ineligible for Reimbursement

The following therapies are not eligible for reimbursement unless they are an integral part of a smoking cessation program.

- Hypnosis (even if an integral part, will not be reimbursed unless performed by a medical doctor);
- Acupuncture;
- Prescription drug therapy;
- Nonprescription drug therapy;
- Aricular therapy.

Reimbursement Documentation Requirements

- Receipt indicating payment for a smoking cessation program.
- Program certificate verifying the number of sessions and date of completion of a smoking cessation program.
- Member's name, address, unit name and unit telephone number.

Submit Documentation to:

Smoking Cessation Program
CMS Group Insurance Division
801 S. 7th Street
P.O. Box 19208
Springfield, IL 62794-9208

For More Information

The Department of Central Management Services (Department) is the administrator of the Smoking Cessation Program. Questions regarding the Smoking Cessation Program should be directed to the Department at (800) 442-1300.

Coordination of Benefits

If a plan participant enrolled in the LGHP is entitled to primary benefits under another group plan, the amount of benefits payable under the LGHP may be reduced. The reduction may be to the extent that the total payment provided by all plans does not exceed the total allowable expense incurred for the service. Allowable expense is defined as a medically necessary service for which part of the cost is eligible for payment by this plan or another plan(s).

Under coordination of benefits (COB) rules, the LGHP plan first calculates what the benefit would have been for the claim if there was no other plan involved. The LGHP then considers the amount paid by the primary plan and pays the claim up to 100% of the allowable expense.

NOTE: When a managed care health plan is the secondary plan and the plan participant does not utilize the managed care health plan's network of providers or does not obtain the required referrals, the managed care health plan is not required to pay. Refer to the managed care plan's summary plan document for additional information.

The LGHP coordinates benefits with the following:

- Any group insurance plan.
- Medicare.
- Any Veterans' Administration (VA) plan.
- Any "no-fault" motor vehicle plan. This term means a motor vehicle plan which is required by law and provides medical or dental care payments which are made, in whole or in part, without regard to fault. A person who has not complied with the law will be deemed to have received the benefits required by the law.

The LGHP does not coordinate benefits with the following:

- Private individual insurance plans.
- Any student insurance policy (elementary, high school and college).
- Medicaid or any other State-sponsored health insurance program.
- TRICARE.

It is the member's responsibility to provide other insurance information (including Medicare) to the Department's Medicare COB Unit. Any changes to other insurance coverage must be reported promptly to the Department's Medicare COB Unit.

Order of Benefit Determination

The LGHP's medical and dental plans follow the National Association of Insurance Commissioners (NAIC) model regulations. These regulations dictate the order of benefit determination, except for plan participants who are Medicare prime due to End-Stage Renal Disease (ESRD). Refer to the 'Medicare' section for details regarding coordination of benefits for plan participants with ESRD. **The rules below are applied in sequence.** If the first rule does not apply, the sequence is followed until the appropriate rule that applies is found. Special rules apply for adult children and children of civil union partners. Contact the Department for more information.

Member

The plan that covers the plan participant as an active member is primary:

1. over the plan that covers the plan participant as a dependent.
2. over the plan that covers the plan participant as a laid-off member or retiree.
3. over the plan that covers the plan participant under COBRA/Mini-COBRA.
4. if it has been in effect the longest, back to the original effective date under the employer group, whether or not the insurance company has changed over the course of coverage.

Dependent Children of Parents Not Separated or Divorced

The following "Birthday Rule" is used if a child is covered by more than one group plan. The plans must pay in the following order:

1. The plan covering the parent whose birthday* falls earlier in the calendar year is the primary plan.
2. If both parents have the same birthday, the plan that has provided coverage longer is the primary plan.

** Birthday refers only to the month and day in a calendar year, not the year in which the person was born.*

NOTE: Some plans not covered by state law may follow the Gender Rule for dependent children. This rule states that the father's coverage is the primary carrier. In the event of a disagreement between two plans, the Gender Rule applies.

Coordination of Benefits (cont.)

Dependent Children of Separated or Divorced Parents

If a child is covered by more than one group plan and the parents are separated or divorced, the plans must pay in the following order:

1. The plan of the parent with custody of the child;
2. The plan of the spouse of the parent with custody of the child;
3. The plan of the parent not having custody of the child.

NOTE: If the terms of a court order state that one parent is responsible for the healthcare expenses of the child and the health plan has been advised of the responsibility, that plan is primary payer over the plan of the other parent.

Dependent Children of Parents with Joint Custody

The Birthday Rule applies to dependent children of parents with joint custody.

Medicare

Overview

Medicare is a federal health insurance program for individuals age 65 and older, individuals under age 65 with certain disabilities and individuals of any age with End-Stage Renal Disease (ESRD). If you are an annuitant and do not enroll in Medicare Parts A and B, you will be responsible for the portion of your healthcare costs that Medicare would have covered. Active participants must enroll in Medicare Part A if eligible upon turning 65.

The Social Security Administration (SSA) or the Railroad Retirement Board (RRB)** determines Medicare eligibility upon application and enrolls eligible plan participants into the Medicare Program. The Medicare Program is administered by the Centers for Medicare and Medicaid Services (also known as the federal CMS).

Medicare has the following parts:

- **Part A** is insurance that helps pay for inpatient hospital facility charges, skilled nursing facility charges, hospice care and some home healthcare services. Medicare Part A does not require a monthly premium contribution from plan participants with enough earned work credits. Plan participants without enough earned work credits have the option to enroll in Medicare Part A and pay a monthly premium contribution.
- **Part B** is insurance that helps pay for outpatient services including physician office visits, labs, x-rays and some medical supplies. Medicare Part B requires a monthly premium contribution.
- **Part C** (also known as Medicare Advantage) is insurance that helps pay for a combination of the coverage provided in Medicare Parts A, B and sometimes D. An individual must already be enrolled in Medicare Parts A and B in order to enroll in a Medicare Part C plan. Medicare Part C requires a monthly premium contribution.
- **Part D** is insurance that helps pay for prescription drugs. Generally, Medicare Part D requires a monthly premium contribution.

Medicare Due to Age

Plan Participants Age 65 and older

The LGHP requires all plan participants to contact the SSA and apply for Medicare benefits three months prior to turning age 65.

Medicare Part A

Eligibility for premium-free Medicare Part A occurs when an individual is age 65 or older and has earned at least 40 work credits from paying into Medicare through Social Security. An individual who is not eligible for premium-free Medicare Part A benefits based on his/her own work credits may qualify for premium-free Medicare Part A benefits based on the work history of a current, former or deceased spouse. All plan participants that are determined to be ineligible for Medicare Part A based on their own work history are required to apply for premium-free Medicare Part A on the basis of a spouse (when applicable).

If the SSA determines that a plan participant is eligible for premium-free Medicare Part A, **the LGHP requires that the plan participant accept the Medicare Part A coverage** and submit a copy of the Medicare identification card to the Department's Medicare Coordination of Benefits (COB) Unit upon receipt.

If the SSA determines that a plan participant is **not eligible** for Medicare Part A benefits at a premium-free rate, the LGHP does not require the plan participant to purchase Medicare Part A coverage; however, the LGHP does require the plan participant to provide a written statement from the SSA advising of his/her Medicare Part A ineligibility. The plan participant is required to submit a copy of the SSA statement to the Medicare COB Unit.

Medicare Part B

Most plan participants are eligible for Medicare Part B upon turning the age of 65.

The LGHP **does not require** plan participants to enroll in Medicare Part B if they are still actively working. The SSA

In order to apply for Medicare benefits, plan participants should contact the local Social Security Administration (SSA) office or call the SSA at (800) 772-1213. Plan participants may enroll in Medicare on the SSA website at www.ssa.gov/Medicare.

****Railroad Retirement Board (RRB) participants should contact their local RRB office or call the RRB at (877) 772-5772 to apply for Medicare.**

Medicare (cont.)

allows plan participants to delay enrollment in Medicare Part B (without penalty) until the plan participant either retires or loses current/active employment status (usually due to a disability-related leave of absence). At that time, the LGHP requires the plan participant to enroll in Medicare Part B. Refer to the 'Medicare Part B Reduction' section for more information.

Medicare Due to Disability

Plan Participants Age 64 and Under

Plan participants are automatically eligible for Medicare (Parts A and B) disability insurance after receiving Social Security disability payments for a period of 24 months.

Medicare Part A

Plan participants who become eligible for Medicare disability benefits are **required** to accept the Medicare Part A coverage and submit a copy of the Medicare identification card to the Medicare COB Unit upon receipt.

Medicare Part B

Actively working plan participants who become eligible for Medicare disability benefits are **not required** to accept the Medicare Part B coverage. The SSA allows plan participants to delay enrollment into Medicare Part B until retirement or the loss of current/active employment status occurs. At that time, the LGHP requires the plan participant to enroll in Medicare Part B.

Plan participants who are no longer working (without current/active employment status due to retirement or a disability-related leave of absence) are required to enroll in Medicare Part B. The Medicare Part B requirement remains in effect as long as the employee is without current/active employment status and does not permanently return to work. Refer to the 'Failure to Enroll in Medicare' section for more information.

Medicare Due to End-Stage Renal Disease (ESRD)

All LGHP plan participants who are receiving regular dialysis treatments or who have had a kidney transplant on the basis of ESRD are required to apply for Medicare benefits.

Plan participants must contact the State of Illinois Medicare Coordination of Benefits (COB) Unit at (800) 442-1300. The State of Illinois Medicare COB Unit calculates the 30-month coordination period in order for plan participants to sign up for Medicare benefits on time and avoid additional out-of-pocket expenditures.

Medicare Part A

Plan participants who become eligible for Medicare benefits on the basis of ESRD are **required** to accept the Medicare Part A coverage and submit a copy of the Medicare identification card to the Department's Medicare COB Unit upon receipt.

Medicare Part B

The LGHP allows actively working plan participants who are eligible for Medicare on the basis of ESRD to delay enrollment in Medicare Part B until the end of the ESRD coordination period. **Medicare Part B is required at the end of the ESRD coordination period. Refer to the 'Failure to Enroll in Medicare' section for more information.**

Medicare Coordination with the Local Care Health Plan (LCHP) and Local Consumer-Driven Health Plan (LCDHP)

When Medicare is the primary payer, LCHP/LCDHP will coordinate benefits with Medicare as follows:

Medicare Part A - Hospital Insurance

In-Network Provider: After Medicare Part A pays, LCHP/LCDHP pays 90% of the Medicare Part A deductible after the LCHP/LCDHP annual plan deductible has been met.

Out-of-Network Provider: After Medicare Part A pays, LCHP pays 60%, LCDHP pays 70% of the Medicare Part A deductible after the LCHP/LCDHP annual plan deductible has been met.

Medicare Part B - Medical Insurance

In-Network Provider: After Medicare Part B pays, LCHP/LCDHP pays 90% of the balance after the LCHP/LCDHP annual plan deductible has been met.

Medicare (cont.)

Out-of-Network Provider: After Medicare Part B pays, LCHP pays 60%, LCDHP pays 70% of the balance after the annual plan deductible has been met.

Failure to Enroll in Medicare (Annuitants) (Medicare Parts A and B Reduction)

Members who do not enroll in Medicare Parts A and B, are responsible for the portion of your healthcare costs that Medicare would have covered. Failure to enroll or remain enrolled in Medicare when Medicare is determined to be the primary payer will result in a reduction of eligible benefit payments.

Services and Supplies Not Covered by Medicare

Services and supplies that are not covered by Medicare will be paid in the same manner (i.e., same benefit levels and deductibles) as if the plan participant did not have Medicare (provided the services and supplies meet medical necessity and benefit criteria and would normally be eligible for coverage).

Medicare Crossover – LCHP & LCDHP

Medicare Crossover is an electronic transmittal of claim data from Medicare (after Medicare has processed their portion of the claim) to the LCHP/LCDHP plan administrator for secondary benefit determination.

In order to set up Medicare Crossover, plan participants must contact the LCHP/LCDHP plan administrator and provide the Medicare Health Insurance Claim Number (HICN) located on the front side of their Medicare identification card.

Private Contracts with Providers who Opt Out of Medicare

Some healthcare providers choose to opt out of the Medicare program. When a plan participant has medical services rendered by a provider who has opted out of the Medicare program, a private contract is usually signed explaining that the plan participant is responsible for the cost of the medical services rendered. Neither providers nor plan participants are allowed to bill Medicare. Therefore, Medicare will not pay for the service (even if it would normally qualify as being Medicare eligible) or provide a Medicare Summary Notice to the plan participant. If the service(s) would have normally been covered by Medicare, the plan administrator will estimate the portion of the claim that Medicare would have paid. The plan administrator will then subtract that amount from the total charge and adjudicate the claim for an eligible secondary reimbursement amount is the member's responsibility.

Medicare COB Unit Contact Information

Department of Central Management Services
Medicare Coordination of Benefits Unit
801 S. 7th Street, P.O. Box 19208
Springfield, Illinois 62794-9208

Phone: (800) 442-1300 or (217) 782-7007
Fax: (217) 557-3973

Subrogation and Reimbursement

Overview

The LGHP will not pay for expenses incurred for injuries received as the result of an accident or incident for which a third party is liable. These plans also do not provide benefits to the extent that there is other coverage under nongroup medical payments (including automobile liability) or medical expense type coverage to the extent of that coverage.

However, the plans will provide benefits otherwise payable under one of these plans, to or on behalf of its covered persons, but only on the following terms and conditions:

- In the event of any payment under one of these plans, the plan shall be subrogated to all of the covered person's rights of recovery against any person or entity. The covered person shall execute and deliver instruments and documents and do whatever else is necessary to secure such rights. The covered person shall do nothing after loss to prejudice such rights. The covered person shall cooperate with the plan and/or any representatives of the plan in completing such documents and in providing such information relating to any accident as the plan by its representatives may deem necessary to fully investigate the incident. The plan reserves the right to withhold or delay payment of any benefits otherwise payable until all executed documents required by this provision have been received from the covered person.
- The plan is also granted a right of reimbursement from the proceeds of any settlement, judgment or other payment obtained by or on behalf of the covered person. This right of reimbursement is cumulative with and not exclusive of the subrogation right granted in the preceding paragraph, but only to the extent of the benefits paid by the plan.
- The plan, by payment of any proceeds to a covered person, is thereby granted a lien on the proceeds of any settlement, judgment or other payment intended for, payable to or received by or on behalf of the covered person or a representative. The covered person in consideration for such payment of proceeds, consents to said lien and shall take whatever steps are necessary to help the plan secure said lien.
- The subrogation and reimbursement rights and liens apply to any recoveries made by or on behalf of the covered person as a result of the injuries sustained, including but not limited to the following:
    - Payments made directly by a third party tortfeasor or any insurance company on behalf of a third party tortfeasor or any other payments on behalf of a third party tortfeasor.
    - Any payments or settlements or judgments or arbitration awards paid by any insurance company under an uninsured or underinsured motorist coverage, whether on behalf of a covered person or other person.
    - Any other payments from any source designed or intended to compensate a covered person for injuries sustained as the result of negligence or alleged negligence of a third party.
    - Any Workers' Compensation award or settlement.
- The parents of any minor covered person understand and agree that the LGHP does not pay for expenses incurred for injuries received as a result of an accident or incident for which a third party is liable. Any benefits paid on behalf of a minor covered person are conditional upon the plan's express right of reimbursement. No adult covered person hereunder may assign any rights that such person may have to recover medical expenses from any tortfeasor or other person or entity to any minor child or children of the adult covered person without the express prior written consent of the plan. In the event any minor covered child is injured as a result of the acts or omissions of any third party, the adult covered persons/parents agree to promptly notify the plan of the existence of any claim on behalf of the minor child against the third party tortfeasor responsible for the injuries. Further, the adult covered persons/parents agree, prior to the commencement of any claim against the third party tortfeasors responsible for the injuries to the minor child, to either assign any right to collect medical expenses from any tortfeasor or other person or entity to the plan, or at their election, to prosecute a claim for medical expenses on behalf of the plan.

Subrogation and Reimbursement (cont.)

In default of any obligation hereunder by the adult covered persons/parents, the plan is entitled to recover the conditional benefits advanced plus costs (including reasonable attorneys' fees), from the adult covered persons/parents.

- No covered person shall make any settlement which specifically excludes or attempts to exclude the benefits paid by the plan.
- The plan's right of recovery shall be a prior lien against any proceeds recovered by a covered person, which right shall not be defeated nor reduced by the application of any so-called "Made-Whole Doctrine," "Rimes Doctrine" or any other such doctrine purporting to defeat the plan's recovery rights by allocating the proceeds exclusively to nonmedical expense damages.
- No covered person under the plan shall incur any expenses on behalf of the plan in pursuit of the plan's rights to subrogation or reimbursement, specifically, no court costs nor attorneys' fees may be deducted from the plan's recovery without the prior express written consent of the plan. This right shall not be defeated by any so-called "Fund Doctrine," "Common Fund Doctrine" or "Attorney's Fund Doctrine."
- The plan shall recover the full amount of benefits paid hereunder without regard to any claim of fault on the part of any covered person, whether under comparative negligence or otherwise.
- The benefits under this plan are secondary to any coverage under no-fault, medical payments or similar insurance.
- This subrogation and reimbursement provision shall be governed by the laws of the State of Illinois.
- In the event that a covered person shall fail or refuse to honor its obligations hereunder, the plan shall have a right to suspend the covered person's eligibility and be entitled to offset the reimbursement obligation against any entitlement for future medical benefits, regardless of how those medical benefits are incurred. The suspension and offset shall continue until such time as the covered person has fully complied with his obligations hereunder.

Claim Filing

In general, most dental, medical and behavioral health providers file claims for reimbursement with the insurance carrier. Out-of-network vision claims and pharmacy expenses typically must be filed by the member. In situations where a claim is not filed by the provider, the member must file the claim within a specific period of time.

All claims should be filed promptly. Claim forms are available on the plan administrators' website and on the **MyBenefits.illinois.gov** website.

- In-network **LCHP/LCDHP** medical and behavioral health claims must be filed within 90 days from the date in which the charge was incurred.
- Out-of-network **LCHP/LCDHP** medical and behavioral health claims must be filed within 180 days from the date in which the charge was incurred.
- Out-of-network **dental claims** must be filed no later than one-year from the ending date of the plan year in which the charge was incurred.
- Out-of-network **pharmacy claims for the open access plans (OAPs) and LCHP/LCDHP** must be filed no later than 180 days from the ending date of the plan year in which the charge was incurred.
- Out-of-network **vision claims** are required to be filed no later than one year from the date of service in order to be considered for reimbursement.

Filing deadlines for managed care plans, including behavioral health services offered under the managed care plan, may be different. Contact the managed care plan directly for deadlines and procedures.

Claim Filing Procedures

All communication to the plan administrators must include the member's social security number (SSN) and appropriate group number as listed on the identification card. This information must be included on every page of correspondence.

- Complete the claim form obtained from the appropriate plan administrator.
- Attach the itemized bill from the provider of services to the claim form. The itemized bill must include name of patient, date of service, diagnosis, procedure code and the provider's name, address and telephone number.
- If the person for whom the claim is being submitted has primary coverage under another group plan or Medicare, the explanation of benefits (EOB) or Medicare Summary Notice (MSN) from the other plan must also be attached to the claim.
- The plan administrators may communicate directly with the plan participant or the provider of services regarding any additional information that may be needed to process a claim.
- The benefit check will be sent and made payable to the member (not to any dependents), unless otherwise indicated by law, or benefits have been assigned directly to the provider of service.
- If benefits are assigned, the benefit check is made payable to the provider of service and mailed directly to the provider. An EOB is sent to the plan participant to verify the benefit determination.
- LCHP and LCDHP claims are adjudicated using industry standard claim processing software and criteria. Claims are reviewed for possible bundling and unbundling of services and charges.

Claim Appeal Process

Under the Local Government Health Plan there are formal procedures to follow in order to file an appeal of an adverse benefit determination. **The appropriate plan administrator will provide more information regarding the plan administrator's internal appeal process.**

Categories of Appeal

There are two separate categories of appeals: medical and administrative. The plan administrator determines the category of appeal and will send the plan participant written notification regarding the category of appeal, the plan participant's appeal rights and information regarding how to initiate an appeal from the plan administrator.

- **Medical Appeals.** Medical appeals pertain to benefit determinations involving medical judgment, including claim denials determined by the plan administrator to be based on lack of medical necessity, appropriateness, healthcare setting, level of care or effectiveness; denials pursuant to Section 6.4 of the State Employees Group Insurance Act; and denials for services determined by the plan administrator to be experimental or investigational. Medical appeals also pertain to retroactive cancellations or discontinuations of coverage, unless the cancellation or discontinuation relates to a failure to pay required premiums or contributions.
- **Administrative Appeals.** Administrative appeals pertain to benefit determinations based on plan design and/or contractual or legal interpretations of plan terms that do not involve any use of medical judgment.

Local Care Health Plan (LCHP), Local Consumer-Driven Health Plan (LCDHP) and the Open Access Managed Care Plans Appeal Process

Members enrolled in either the Local Care Health Plan (LCHP), Local Consumer-Driven Health Plan (LCDHP) or one of the open access managed care plans may utilize an internal appeal process which may be followed by an external review, if needed. For urgent care situations, the plan participant may bypass the internal appeal process and request an expedited external review (see "Expedited External Review- Medical Appeals Only" for urgent care situations in the box).

Expedited External Review - Medical Appeals Only

For medical appeals involving urgent care situations, the plan participant may make a written or oral request for expedited external review after the plan administrator makes an adverse benefit determination, even if the plan administrator's internal appeal process has not been exhausted. The external reviewer will review the request to determine whether it qualifies for expedited review. If the external reviewer determines that the request qualifies for expedited review, the external reviewer will provide a final external review decision within 72 hours after the receipt of the request. If the external reviewer decides in favor of the plan participant, the decision shall be final and binding on the plan administrator.

Step 1: Internal Appeal Process

The internal appeal process is available through the health plan administrator. The plan administrator's internal appeal process must be followed before the plan participant may seek an external review, except for urgent care situations. For urgent care situations, the plan participant may request an expedited external review (see "Expedited External Review- Medical Appeals Only" for urgent care situations).

First-Level Internal Appeals

First-level appeals must be initiated with the plan administrator within 180 days of the date of receipt of the initial adverse benefit determination. All appeals will be reviewed and decided by an individual(s) who was not involved in the initial claim decision. Each case will be reviewed and considered on its own merits. If the appeal involves a medical judgment, it will be reviewed and considered by a qualified healthcare professional. In some cases, additional information, such as test results, may be required to determine if additional benefits are available. Once all required information has been received by the plan administrator, the plan administrator shall provide a decision within the applicable time frame: 15 days for pre-service authorizations, 30 days for post-service claims, or 72 hours for urgent care claims.

Claim Appeal Process (cont.)

Step 2: External Review Process

After the completion of the plan administrator's internal appeal process, the plan participant may request an external review of the plan administrator's final internal benefit determination. The process for external review will depend on whether the appeal is an administrative appeal or medical appeal.

Administrative Appeals

For administrative appeals, if, after exhausting every level of review available through the plan administrator, the plan participant still feels that the final benefit determination by the plan administrator is not consistent with the published benefit coverage, the plan participant may appeal the plan administrator's decision to CMS' Group Insurance Division. For an appeal to be considered by CMS' Group Insurance Division, the plan participant must appeal in writing within sixty (60) days of the date of receipt of the plan administrator's final internal adverse benefit determination. All appeals must be accompanied by all documentation supporting the request for reconsideration.

Submit Administrative Appeal Documentation to:

CMS Group Insurance Division
801 S. 7th Street
P.O. Box 19208
Springfield, IL 62794-9208

The decision of CMS' Group Insurance Division shall be final and binding on all parties.

Medical Appeals
External Review

For medical appeals, if, after exhausting every level of review available through the plan administrator, the plan participant still feels that the final benefit determination is not consistent with the published benefit coverage, the plan participant may request an independent external review of the plan administrator's decision. A request for an external review must be filed in writing within four (4) months of the date of receipt of the plan administrator's final internal adverse benefit determination. The plan administrator will provide more information regarding how to file a request for external review. The plan participant will be given the opportunity to submit additional written comments and supporting medical documentation regarding the claim to the external reviewer. The external reviewer will provide a final external review decision within 45 days of the receipt of the request. If the external reviewer decides in favor of the plan participant, the decision shall be final and binding.

Appeal Process for Fully-Insured Managed Care Health Plans

The Department of Central Management Services (CMS) does not have the authority to review or process fully-insured managed care health plan appeals. Fully-insured managed care health plans must comply with the Managed Care Reform and Patient Rights Act. In order to file a formal appeal, refer to the process outlined in the managed care health plan's summary plan document (SPD) or certificate of coverage. Specific timetables and procedures apply. Plan participants may call the customer service number listed on their identification card to request a copy of such documents.

Assistance with the Appeal Process

For questions regarding appeal rights and/or assistance with the appeal process, a plan participant may contact the Employee Benefits Security Administration at 1-866-444-EBSA (3272). A consumer assistance program may also be able to assist the plan participant. Requests for assistance from the consumer assistance program should be sent to:

Office of Consumer Health Insurance
Consumer Services Section
122 S. Michigan Ave., 19th FL
Chicago, IL 60603
www.insurance.illinois.gov
(877) 527-9431
Email: doi.director@illinois.gov

or

Illinois Department of Insurance
320 W. Washington St, 4th Floor
Springfield, IL 62727

Chapter 4

Chapter 4: Reference

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Glossary

Additional Deductible: Deductibles that are in addition to the annual plan deductible.

Admission: Entry as an inpatient to an accredited facility, such as a hospital or skilled care facility, or entry to a structured outpatient, intensive outpatient or partial hospitalization program.

Adverse Claim Determination: A denial, reduction, termination of or failure to pay for a benefit, whether in whole or in part. Adverse claim determinations include rescissions of coverage.

Allowable Charges: The maximum amount the plan will pay an out-of-network healthcare professional for billed services.

Allowable Expense: A medically necessary service for which part of the cost is eligible for payment by this plan or another plan(s).

Authorization: The result of a review that approves treatment as meeting medical necessity criteria and appropriateness of care.

Benefit: The amount payable for services obtained by plan participants and dependents.

Benefit Choice Period: A designated period when members may change benefit coverage elections, ordinarily held May 1 through May 31.

Civil Union: Civil union means a legal relationship between two persons, of either the same or opposite sex, established pursuant to the Illinois Religious Freedom Protection and Civil Union Act.

Civil Union Partner: A party to a civil union.

Claim: A paper or electronic billing. This billing must include full details of the service received, including name, age, sex, identification number, the name and address of the provider, an itemized statement of the service rendered or furnished, the date of service, the diagnosis and any other information which a plan may request in connection with services rendered.

Claim Payment: The benefit payment calculated by a plan, after submission of a claim, in accordance with the benefits described in this handbook.

COBRA: Federal Consolidated Omnibus Budget Reconciliation Act of 1985 which provides eligible covered employees and their dependents the opportunity to temporarily extend health coverage when coverage under the health plan would otherwise end due to certain qualifying events.

Coinsurance: The percentage of the charges for eligible services for which the plan participant is responsible after any applicable deductible has been met.

Coordination of Benefits: A method of integrating benefits payable under more than one group insurance plan.

Copayment: A specific dollar amount the plan participant is required to pay for certain services covered by a plan.

Covered Services: Services that are eligible for benefits under a plan.

Custodial Care: Room and board or other institutional or nursing services which are provided for a patient due to age or mental or physical condition mainly to aid in daily living; or, medical services which are given merely as care to maintain present state of health and which cannot be expected to improve a medical condition.

Deductible: The amount of eligible charges plan participants must pay before insurance payments begin.

Department: The Department of Central Management Services, also referred to as CMS.

Dependent: A member's spouse, civil union partner, child or other person as defined by the State Employees Group Insurance Act of 1971, as amended (5 ILCS 375/1 et seq.).

Diagnostic Service: Tests performed to diagnose a condition due to symptoms or to determine the progress of an illness or injury. Examples of these types of tests are x-rays, pathology services, clinical laboratory tests, pulmonary function studies, electrocardiograms (ECG), electroencephalograms (EEG), radioisotope tests and electromyograms.

Glossary (cont.)

Eligible Charges: Charges for covered services and supplies which are medically necessary and based on allowable charges as determined by a plan administrator.

Emergency Services: Services provided to alleviate severe pain or for immediate diagnosis and/or treatment of conditions or injuries such that in the opinion of the prudent layperson might result in permanent disability or death if not treated immediately.

Employee: A person serving as an elected government official who receives compensation from a unit in the State of Illinois or a person presently employed by a unit of local government as defined by the State Employees Group Insurance Act of 1971, as amended (5 ILCS 375/1 et seq.).

Exclusions and Limitations: Services not covered under the Local Government Health Plan, or services that are provided only with certain qualifications, conditions or limits.

Experimental: Medical services or supplies in which new treatments or products are tested for safety and effect on humans.

Explanation of Benefits (EOB): A statement from a plan administrator explaining benefit determination for services rendered.

Final Internal Determination: The final benefit determination made by a plan administrator after a plan participant has exhausted all appeals available through the plan administrator's formal internal appeals process.

Fiscal Year (FY): Begins on July 1 and ends on June 30.

Formulary (Prescription Drugs): A list of drugs and ancillary supplies approved by the prescription drug plan administrator for inclusion in the prescription drug plan. The formulary list is subject to change.

Fully Insured: All claims and costs are paid by the insurance company.

Generic Drug: Therapeutic equivalent of a brand name drug and must be approved by the U.S. Food and Drug Administration for safety and effectiveness.

Health Plan Representative (HPR): An individual from a unit who serves in the capacity of a liaison through whom the Department shall conduct all business necessary to provide benefits to the unit.

Hospice: A program of palliative and supportive services for terminally ill patients that must be approved by a plan administrator as meeting standards including any legal licensing requirements.

Hospital: A legally constituted and licensed institution having on the premises organized facilities (including organized diagnostic and surgical facilities) for the care and treatment of sick and injured persons by or under the supervision of a staff of physicians and registered nurses on duty or on call at all times.

Identification Card: Document identifying eligibility for benefits under a plan.

Independent External Review: An external review, conducted by an independent third party of a plan administrator's adverse claim determination or final internal determination.

Initial Enrollment Period: The 30-day period beginning with the date of eligibility.

Injury: Damage inflicted to the body by external force.

Inpatient Services: A hospital stay of 24 or more hours.

Intensive Outpatient Program (Behavioral Health Services): Services offered to address treatment of mental health or substance abuse and could include individual, group or family psychotherapy and adjunctive services such as medical monitoring.

Investigational: Procedures, drugs, devices, services and/or supplies which (a) are provided or performed in special settings for research purposes or under a controlled environment and which are being studied for safety, efficiency and effectiveness, and/or (b) are awaiting endorsement by the appropriate National Medical Specialty College or Federal Government agency for general use by the medical community at the time they are rendered to a covered person, and (c) with respect to drugs, combination of drugs and/or devices, which have not received final approval by the Food and Drug Administration at the time used or administered to the covered person.

Itemized Bill: A form submitted for claim purposes; must have the name of the patient, description, diagnosis, date and cost of services provided.

Glossary (cont.)

LCHP/LCDHP Hospital: A hospital or facility with which the plan has negotiated favorable rates.

Medical Documentation: Additional medical information required to substantiate the necessity of procedures performed. This could include daily nursing and doctor notes, additional x-rays, treatment plans, operative reports, etc.

Medicare: A federally operated insurance program providing benefits for eligible persons.

Medicare Summary Notice (MSN): A quarterly statement from Medicare explaining benefit determination for services rendered.

Member: Employee, elected official, annuitant, survivor or COBRA/Mini-COBRA participant.

Mini-COBRA: Sections 367.2, 367e and 367e.1 of the Illinois Insurance Code, which provides eligible covered employees and their dependents the opportunity to temporarily extend health coverage when coverage under the health plan would otherwise end due to certain qualifying events.

MyBenefits Marketplace Service Center (MBMP): The MyBenefits Marketplace Service Center (MBMP) is a custom benefits solution service provider for the Department. The MBMP will manage the detailed enrollment process of member benefits through online technical support via the MyBenefits.illinois.gov website and telephonic support via the MyBenefits Marketplace Service Center 1-844-251-1777. The MBMP is now the member's primary contact for answering questions you may have about your eligibility for coverage and to assist you in enrolling or changing the benefits you have selected.

Non-IRS: Any dependent who is not considered a qualifying child as defined by the IRS, and cannot be claimed as a dependent for income tax purposes.

Nonpreferred Brand Drug: Prescription drugs available at the highest copayment. Many high cost specialty drugs fall under the nonpreferred drug category.

Out-of-Pocket Maximum: The maximum dollar amount paid out of pocket for covered expenses in any given plan year. After the out-of-pocket maximum has been met the plan begins paying at the 100% of allowable charges for eligible covered expenses.

Outpatient Services (Behavioral Health Services): Care rendered for the treatment of mental health or substance abuse when not confined to an inpatient hospital setting.

Outpatient Services (Medical/Surgical): Services provided in a hospital emergency room or outpatient clinic, at an ambulatory surgical center or in a doctor's office.

Partial Hospitalization (Behavioral Health Services): Services offered to address treatment of mental health or substance abuse and could include individual, group or family psychotherapy. Services are medically supervised and essentially the same intensity as would be provided in a hospital setting except that the patient is in the program less than 24 hours per day.

Physician/Doctor: A person licensed to practice under the Illinois Medical Practice Act or under similar laws of Illinois or other states or countries; a Christian Science Practitioner listed in the Christian Science Journal at the time the medical services are provided.

Plan: A specifically designed program of benefits.

Plan Administrator: An organization, company or other entity contracted to review and approve benefit payments, pay claims, and perform other duties related to the administration of a specific plan.

Plan Participant: An eligible person enrolled and participating in LGHP.

Plan Year: July 1 through the following June 30.

Preferred Brand Drug: A list of drugs, biologicals and devices approved by the pharmacy benefit manager for inclusion in the prescription drug plan. These drugs are proven to be both clinically and cost effective. The preferred brand drug list is subject to change.

Prescription Benefits Manager: A company contracted by the State to manage a prescription drug program for the self-insured health plans.

Prescription Drugs: Medications which are lawfully obtained with a prescription from a physician/doctor or dentist.

Pretreatment Estimate (Dental): A provider's statement, including diagnostic x-rays and laboratory reports describing planned treatment and expected charges which is reviewed

Glossary (cont.)

by the dental plan administrator for verification of eligible benefits.

Preventive Service: Routine services which do not require a diagnosis or treatment of an illness or injury.

Primary Care Physician/Primary Care Provider (PCP): The physician or other medical provider a plan participant selects under a managed care plan to manage all healthcare needs.

Professional Services: Eligible services provided by a licensed medical professional, including but not limited to a physician, radiologist, anesthesiologist, surgeon, physical therapist, etc.

Program: The Local Government Health Plan as defined by the State Employees Group Insurance Act of 1971, as amended (5 ILCS 375/1 et seq.).

Provider: Any organization or individual which provides services or supplies to plan participants. This may include such entities as hospitals, pharmacies, physicians, laboratories or home health companies.

Qualified Beneficiary: A qualified beneficiary is an individual (including employee, spouse, civil union partner and child) who loses employer-provided group health coverage and is entitled to elect COBRA/Mini-COBRA coverage. The individual must have been covered by the plan on the day before the qualifying event occurred and enrolled in COBRA/Mini-COBRA effective the first day of eligibility or be a newborn or newly adopted child of the covered employee.

Schedule of Benefits: A listing of specific services covered by the Local Care Dental Plan and the vision plan.

Second Opinion: An opinion rendered by a second physician prior to the performance of certain nonemergency, elective surgical procedures or medical treatments.

Self-Insured: All claims and administrative costs paid by the Local Government Health Plan.

Self-Service Tools: Using the Self-Service tools online allows the member to create a life event (such as getting married, adding a child etc) online as the electronic version of submitting a paper form to the Department.

Skilled Nursing Service: Noncustodial professional services provided by a registered nurse (RN) or licensed practical nurse (LPN) which require the technical skills and professional training of such a licensed professional acting within the scope of their licensure.

Spouse: A person who is legally married to the member as defined under Illinois law and pursuant to the Internal Revenue Service Code.

State Employees Group Insurance Act: The statutory authority for benefits offered by the Department (5 ILCS 375/1 et seq.).

Survivor: Spouse, civil union partner or dependent child(ren) of a deceased member as determined by the unit's retirement system.

Surgery: The performance of any medically recognized, noninvestigational surgical procedure including specialized instrumentation and the correction of fractures or complete dislocations and any other procedures as reasonably approved by a plan.

Unit: A "Qualified Unit of Local Government", "Qualified Rehabilitation Facility", "Qualified Domestic Violence Shelter or Service" or a "Qualified Child Advocacy Center" as defined in the State Employees Group Insurance Act of 1971.

Urgent Care Claim: Any claim for medical care or treatment with respect to the application of the time periods for making nonurgent care determinations could: 1) seriously jeopardize the life or health of the claimant or the ability of the claimant to regain maximum function; or 2) in the opinion of the physician with knowledge of the claimant's medical condition, would subject the claimant to severe pain that cannot be adequately managed without the care or treatment that is the subject of the claim.

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The State of Illinois intends that the terms of this plan are legally enforceable and that the plan is maintained for the exclusive benefit of Members. The State reserves the right to change any of the benefits, program requirements and contributions described in this Handbook. Changes will be communicated through addenda as needed on the MyBenefits.illinois.gov website and the annual Benefit Choice Options Booklet. If there is a discrepancy between this Handbook or any other Department publications, and state or federal law, the law will control.

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