Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services Canal Insurance Company, Inc.: Open Access Plus

Coverage Period: 01/01/2018 - 12/31/2018

Coverage for: Individual/Individual + Family | Plan Type: OAP



The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, go online at www.cigna.com/sp. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at https://www.healthcare.gov/sbc-glossary or call 1-866-494-2111 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	For <u>in-network providers:</u> \$600 /individual or \$1,200 /family For <u>out-of-network providers:</u> \$1,200 /individual or \$2,400 /family	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your <u>deductible</u> ?	Yes. In-network <u>preventive care</u> , office visits, <u>diagnostic</u> <u>test</u> , inpatient hospital facility, <u>prescription drugs</u> , generic <u>prescription drugs</u> , home delivery <u>prescription</u> <u>drugs</u> , emergency room visits, <u>urgent care</u> facility visits are covered before you meet your <u>deductible</u> .	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive</u> <u>services</u> at <u>https://www.healthcare.gov/coverage/preventive-carebenefits/</u> .
Are there other <u>deductibles</u> for specific services?	Yes. \$100 per admission for in-network hospital stay; \$500 per admission for out-of-network hospital stay There are no other specific <u>deductibles</u> .	You must pay all of the costs for these services up to the specific <u>deductible</u> amount before this <u>plan</u> begins to pay for these services.
What is the <u>out-of-pocket</u> limit for this <u>plan</u> ?	For <u>in-network providers</u> \$3,000 /individual or \$6,000 /family; For <u>out-of-network providers</u> \$3,500 /individual or \$7,000 /family. For in-network <u>prescription drugs</u> - \$2,000 /individual or \$4,000 /family	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
What is not included in the out-of-pocket limit?	Penalties for failure to obtain <u>pre-authorization</u> for services, <u>premiums</u> , <u>balance-billing</u> charges, and health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .

Important Questions	Answers	Why This Matters:
Will you pay less if you use a <u>network provider</u> ?	Yes. See www.myCigna.com or call 1-866-494-2111 for a list of network providers.	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan</u> 's <u>network</u> . You will pay the most if you use an <u>out-of-network</u> <u>provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider</u> 's charge and what your <u>plan</u> pays (<u>balance billing</u>). Be aware your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No.	You can see the <u>specialist</u> you choose without a <u>referral</u> .

Common		What Yo	ou Will Pay	Limitations Exagnitions - 9 Other
Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Primary care visit to treat an injury or illness	\$20 <u>copay</u> /visit <u>Deductible</u> does not apply	40% coinsurance	None
	<u>Specialist</u> visit	\$40 <u>copay</u> /visit <u>Deductible</u> does not apply	40% coinsurance	None
If you visit a health care provider's office or clinic	Preventive care/ screening/immunization	No charge/visit** No charge/other services** No charge/immunizations**	Not covered/visit Not covered/other services Not covered/immunizations	You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services you need are preventive. Then check what your <u>plan</u> will pay for.
	Diagnostic test (x-ray, blood	** <u>Deductible</u> does not apply No charge	400/	
lf you have a test	work)	Deductible does not apply	40% coinsurance	None
	Imaging (CT/PET scans, MRIs)	20% <u>coinsurance</u> at an outpatient facility 20% <u>coinsurance</u> in the office	40% <u>coinsurance</u> at an outpatient facility 40% coinsurance in the office	\$250 penalty for no precertification.

Common		What You Will Pay		Limitations Exceptions 8 Other
Common Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Generic drugs (Tier 1)	\$10 <u>copay</u> /prescription (retail 30 days), \$25 <u>copay</u> /prescription (retail & home delivery 90 days) <u>Deductible</u> does not apply	Not covered	
If you need drugs to treat your illness or condition More information about	Preferred brand drugs (Tier 2)	\$30 <u>copay</u> /prescription (retail 30 days), \$75 <u>copay</u> /prescription (retail & home delivery 90 days) <u>Deductible</u> does not apply	Not covered	Coverage is limited up to a 90-day supply (retail and home delivery); up to a 30-day supply (retail and home delivery) for Specialty drugs.
prescription drug coverage is available at www.myCigna.com	Non-preferred brand drugs (Tier 3)	\$50 <u>copay</u> /prescription (retail 30 days), \$125 <u>copay</u> /prescription (retail & home delivery 90 days) <u>Deductible</u> does not apply	Not covered	 Certain limitations may apply, including, for example: prior authorization, step therapy, quantity limits.
	Specialty drugs (Tier 4)	20% <u>coinsurance</u> but not more than \$150/prescription (retail & home delivery 30 days) <u>Deductible</u> does not apply	Not covered	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	20% <u>coinsurance</u>	40% coinsurance	\$250 penalty for no precertification. Per visit <u>copay</u> / <u>deductible</u> is waived for non-surgical procedures.
	Physician/surgeon fees	20% coinsurance	40% coinsurance	\$250 penalty for no precertification.
	Emergency room care	\$150 <u>copay</u> /visit <u>Deductible</u> does not apply	\$150 <u>copay</u> /visit <u>Deductible</u> does not apply	Per visit copay is waived if admitted
If you need immediate medical attention	Emergency medical transportation	20% coinsurance	20% coinsurance	None
	Urgent care	\$35 <u>copay</u> /visit <u>Deductible</u> does not apply	40% coinsurance	None
If you have a hospital stay	Facility fee (e.g., hospital room)	\$100 <u>deductible</u> /admission, plus 20% <u>coinsurance</u> <u>Deductible</u> does not apply	\$500 <u>deductible</u> /admission, plus 40% <u>coinsurance</u> <u>Deductible</u> does not apply	\$250 penalty for no precertification.
	Physician/surgeon fees	20% coinsurance	40% coinsurance	\$250 penalty for no precertification.

Common		What You Will Pay		Limitations, Exceptions, & Other
Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Important Information
lf you need mental health, behavioral health, or	Outpatient services	\$20 <u>copay</u> /office visit** 20% <u>coinsurance</u> /all other services ** <u>Deductible</u> does not apply	40% <u>coinsurance</u> /office visit 40% <u>coinsurance</u> /all other services	\$250 penalty if no precert of non- routine services (i.e., partial hospitalization, IOP, etc.).
substance abuse services	Inpatient services	\$100 <u>deductible</u> /admission, plus 20% <u>coinsurance</u> <u>Deductible</u> does not apply	\$500 <u>deductible</u> /admission, plus 40% <u>coinsurance</u> <u>Deductible</u> does not apply	\$250 penalty for no precertification.
lé vou are progrant	Office visits Childbirth/delivery professional services	20% coinsurance 20% coinsurance	40% coinsurance 40% coinsurance	Depending on the type of services, a <u>copayment</u> , <u>coinsurance</u> or <u>deductible</u> may apply. Maternity care may
If you are pregnant	Childbirth/delivery facility services	\$100 <u>deductible</u> /admission, plus 20% <u>coinsurance</u> <u>Deductible</u> does not apply	\$500 <u>deductible</u> /admission, plus 40% <u>coinsurance</u> <u>Deductible</u> does not apply	include tests and services described elsewhere in the SBC (i.e. ultrasound).

Common	Services You May Need	What You Will Pay		Limitationa Exactiona 8 Other
Medical Event		In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	 Limitations, Exceptions, & Other Important Information
	<u>Home health care</u>	20% <u>coinsurance</u>	40% coinsurance	\$250 penalty for no precertification. Coverage is limited to 60 visits annual max. (The limit is not applicable to mental health and substance use disorder conditions.)
If you need help recovering or have other special health needs	Rehabilitation services	20% <u>coinsurance</u> /visit for Physical, Speech, Hearing & Occupational therapy \$40 <u>copay</u> /visit for Chiropractic services** ** <u>Deductible</u> does not apply	40% <u>coinsurance</u> /visit for Physical, Speech, Hearing & Occupational therapy 40% <u>coinsurance</u> /visit for Chiropractic services	 \$250 penalty for failure to precertify speech therapy. Coverage is limited to an annual max of 20 visits for Physical therapy and 20 visits for Speech, Hearing & Occupational therapy and 12 visits annual max for Chiropractic services. Limits are not applicable to mental health conditions for Physical, Speech and Occupational therapies.
	Habilitation services	Not covered	Not covered	None
	Skilled nursing care	20% coinsurance	40% coinsurance	\$250 penalty for no precertification. Coverage is limited to 30 days annual max.
	Durable medical equipment	20% coinsurance	40% coinsurance	\$250 penalty for no precertification.
	Hospice services	20% coinsurance	40% coinsurance	\$250 penalty for no precertification.
If your child needs dental	Children's eye exam	Not covered		None
or eye care	Children's glasses	Not covered		None
	Children's dental check-up	Not covered	Not covered	None

Excluded Services & Other Covered Services:

Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)			
Acupuncture	Habilitation services	 Private-duty nursing 	
 Bariatric surgery 	Hearing aids	 Routine eye care (Adult) 	
Cosmetic surgery	Infertility treatment	 Routine eye care (Children) 	
 Dental care (Adult) 	Long-term care	Routine foot care	
 Dental care (Children) 	 Non-emergency care when traveling outside of the U.S. 	 Weight loss programs 	

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

• Chiropractic care (12 visits)

Your Rights to Continue Coverage:

There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or www.dol.gov/ebsa/healthreform. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit www.dol.gov/ebsa/healthreform. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit www.dol.gov/ebsa/healthreform. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace. So coverage through the Health Insurance http://www.HealthCare.gov or call 1-800-318-2596.

Your Grievance and Appeals Rights:

There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For questions about your rights, this notice, or assistance, you can contact Cigna Customer service at 1-866-494-2111. You may also contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <u>www.dol.gov/ebsa/healthreform</u>.

Does this plan provide Minimum Essential Coverage? Yes/No

If you don't have <u>Minimum Essential Coverage</u> for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

Does this plan meet the Minimum Value Standards? Yes/No

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-866-494-2111. Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-866-494-2111. Chinese (中文): 如果需要中文的帮助,请拨打这个号码 1-866-494-2111. Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijijgo holne' 1-866-494-2111.

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

About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and excluded services under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

Peg is Having a Baby (9 months of in-network pre-natal care and a hospital delivery)		Managin (a year of ro
 The <u>plan's</u> overall <u>deductible</u> <u>Specialist copayment</u> Hospital (facility) <u>coinsurance</u> Other <u>coinsurance</u> 	\$600 \$40 20% 20%	 The <u>plan's</u> <u>Specialist</u> Hospital (fa Other <u>coins</u>
This EXAMPLE event includes servic Specialist office visits <i>(prenatal care)</i> Childbirth/Delivery Professional Service		This EXAMPLE Primary care ph disease educati

Childbirth/Delivery Facility Services Diagnostic tests *(ultrasounds and blood work)* Specialist visit *(anesthesia)*

Total Example Cost	\$12,800
In this example. Peo would nav:	

in uns example, rey would pay.		
Cost Sharing		
\$700		
\$40		
\$2,200		
\$10		
\$2,950		

Managing Joe's type 2 Diabetes (a year of routine in-network care of a well- controlled condition)		
 The <u>plan's</u> overall <u>deductible</u> <u>Specialist copayment</u> Hospital (facility) <u>coinsurance</u> Other <u>coinsurance</u> 	\$600 \$40 20% 20%	
This EXAMPLE event includes servic	es like:	

This EXAMPLE event includes services like: Primary care physician office visits *(including disease education)* Diagnostic tests *(blood work)* Prescription drugs Durable medical equipment *(glucose meter)*

Total Example Cost	\$7,400
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In this example, Joe would pay:

• • • • •	
Cost Sharing	
Deductibles	\$0
Copayments	\$900
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$200
The total Joe would pay is	\$1,100

Mia's Simple Fracture (in-network emergency room visit and follow up care) The <u>plan's</u> overall <u>deductible</u> \$600

The plans overall deductible	2000
Specialist copayment	\$40
Hospital (facility) coinsurance	20%
Other <u>coinsurance</u>	20%

This EXAMPLE event includes services like:

Emergency room care *(including medical supplies)* Diagnostic test *(x-ray)* Durable medical equipment *(crutches)* Rehabilitation services *(physical therapy)*

Total Example Cost	\$1,900
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In this example, Mia would pay:

Cost Sharing		
Deductibles	\$600	
Copayments	\$200	
Coinsurance	\$50	
What isn't covered		
Limits or exclusions	\$0	
The total Mia would pay is	\$850	

*Note: This plan has other <u>deductibles</u> for specific services included in this coverage example. See "Are there other <u>deductibles</u> for specific services?" row above.

The <u>plan</u> would be responsible for the other costs of these EXAMPLE covered services.

Plan Name: 2018 Canal Insurance Company, Inc OAP Ben Ver: 10 Plan ID: 7041055

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Medical coverage

Cigna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Cigna does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Cigna:

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

If you need these services, contact customer service at the toll-free number shown on your ID card, and ask a Customer Service Associate for assistance.

If you believe that Cigna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by sending an email to ACAGrievance@Cigna.com or by writing to the following address:

Cigna Nondiscrimination Complaint Coordinator PO Box 188016 Chattanooga, TN 37422

If you need assistance filing a written grievance, please call the number on the back of your ID card or send an email to ACAGrievance@Cigna.com. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, DC 20201 1.800.368.1019, 800.537.7697 (TDD) Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.



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Proficiency of Language Assistance Services

English – ATTENTION: Language assistance services, free of charge, are available to you. For current Cigna customers, call the number on the back of your ID card. Otherwise, call 1.800.244.6224 (TTY: Dial 711).

Spanish – ATENCIÓN: Hay servicios de asistencia de idiomas, sin cargo, a su disposición. Si es un cliente actual de Cigna, llame al número que figura en el reverso de su tarjeta de identificación. Si no lo es, llame al 1.800.244.6224 (los usuarios de TTY deben llamar al 711).

Chinese - 注意:我們可為您免費提供語言協助服務。對於 Cigna 的現有客戶,請致電您的 ID 卡背面的號碼。其他客戶請致電 1.800.244.6224 (聽障專線:請撥 711)。

Vietnamese – XIN LƯU Ý: Quý vị được cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Dành cho khách hàng hiện tại của Cigna, vui lòng gọi số ở mặt sau thẻ Hội viên. Các trường hợp khác xin gọi số 1.800.244.6224 (TTY: Quay số 711).

Korean – 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 현재 Cigna 가입자님들께서는 ID 카드 뒷면에 있는 전화번호로 연락해주십시오. 기타 다른 경우에는 1.800.244.6224 (TTY: 다이얼 711)번으로 전화해주십시오.

Tagalog – PAUNAWA: Makakakuha ka ng mga serbisyo sa tulong sa wika nang libre. Para sa mga kasalukuyang customer ng Cigna, tawagan ang numero sa likuran ng iyong ID card. O kaya, tumawag sa 1.800.244.6224 (TTY: I-dial ang 711).

Russian – ВНИМАНИЕ: вам могут предоставить бесплатные услуги перевода. Если вы уже участвуете в плане Cigna, позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки участника плана. Если вы не являетесь участником одного из наших планов, позвоните по номеру 1.800.244.6224 (ТТҮ: 711).

Arabic - برجاء الانتباه خدمات الترجمة المجانية متاحة لكم. لعملاء Cigna الحاليين برجاء الاتصال بالرقم المدون علي ظهر بطاقتكم الشخصية. او اتصل ب 1.800.244.6224 (TTY: اتصل ب 711).

French Creole – ATANSYON: Gen sèvis èd nan lang ki disponib gratis pou ou. Pou kliyan Cigna yo, rele nimewo ki dèyè kat ID ou. Sinon, rele nimewo 1.800.244.6224 (TTY: Rele 711).

French – ATTENTION: Des services d'aide linguistique vous sont proposés gratuitement. Si vous êtes un client actuel de Cigna, veuillez appeler le numéro indiqué au verso de votre carte d'identité. Sinon, veuillez appeler le numéro 1.800.244.6224 (ATS : composez le numéro 711).

Portuguese – ATENÇÃO: Tem ao seu dispor serviços de assistência linguística, totalmente gratuitos. Para clientes Cigna atuais, ligue para o número que se encontra no verso do seu cartão de identificação. Caso contrário, ligue para 1.800.244.6224 (Dispositivos TTY: marque 711).

Polish – UWAGA: w celu skorzystania z dostępnej, bezpłatnej pomocy językowej, obecni klienci firmy Cigna mogą dzwonić pod numer podany na odwrocie karty identyfikacyjnej. Wszystkie inne osoby prosimy o skorzystanie z numeru 1 800 244 6224 (TTY: wybierz 711).

Japanese - 注意事項:日本語を話される場合、無料の言語支援サービスをご利用いただけます。現在のCignaの お客様は、IDカード裏面の電話番号まで、お電話にてご連絡ください。その他の方は、1.800.244.6224 (TTY: 711) まで、お電話にてご連絡ください。

Italian – ATTENZIONE: Sono disponibili servizi di assistenza linguistica gratuiti. Per i clienti Cigna attuali, chiamare il numero sul retro della tessera di identificazione. In caso contrario, chiamare il numero 1.800.244.6224 (utenti TTY: chiamare il numero 711).

German – ACHTUNG: Die Leistungen der Sprachunterstützung stehen Ihnen kostenlos zur Verfügung. Wenn Sie gegenwärtiger Cigna-Kunde sind, rufen Sie bitte die Nummer auf der Rückseite Ihrer Krankenversicherungskarte an. Andernfalls rufen Sie 1.800.244.6224 an (TTY: Wählen Sie 711).

Persian (Farsi) – توجه: خدمات کمک زبانی، به صورت رایگان به شما ارائه میشود. برای مشتریان فعلی Cigna، لطفاً با شمارهای که در پشت کارت شناسایی شماست تماس بگیرید. در غیر اینصورت با شماره 1.800.244.6224 تماس بگیرید (شماره تلفن ویژه ناشنوایان: شماره 711 را در با