



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, see <https://www.thfp.com/doc-links-sg> or call 888-501-6048. 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 888-501-6048 to request a copy.

| Important Questions | Answers | Why this Matters: |
|--|---|---|
| What is the overall deductible? | \$2,500 individual/\$5,000 family medical and pharmacy deductible. | 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 policy, the overall family <u>deductible</u> must be met before the <u>plan</u> begins to pay. |
| Are there services covered before you meet your deductible? | Yes. <u>Preventive care</u> services 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 services</u> at https://www.healthcare.gov/coverage/preventive-care-benefits/ . |
| Are there other deductibles for specific services? | No. | You don't have to meet <u>deductibles</u> for specific services. |
| What is the out-of-pocket limit for this plan? | \$5,500 individual/\$11,000 family for medical and pharmacy expenses. | 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? | Premiums, <u>balance-billed</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> . |
| Will you pay less if you use a network provider? | Yes. See https://www.thfp.com , "Find a doctor, hospital..." or call 888-501-6048 for a list of <u>network providers</u> . | This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays (<u>balance billing</u>). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services. |
| Do you need a referral to see a specialist? | Yes. | This <u>plan</u> will pay some or all of the costs to see a <u>specialist</u> for covered services but only if you have a <u>referral</u> before you see the <u>specialist</u> . |



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

| Common Medical Event | Services You May Need | What You Will Pay | | Limitations, Exceptions, & Other Important Information |
|---|--|---|--|--|
| | | <u>Participating Provider</u> (You will pay the least) | <u>Non-participating Provider</u> (You will pay the most) | |
| If you visit a health care <u>provider's</u> office or clinic | Primary care visit to treat an injury or illness | 20% <u>coinsurance</u> | Not covered | None |
| | <u>Specialist</u> visit | 20% <u>coinsurance</u> | Not covered | Prior authorization may be required. |
| | <u>Preventive care/ screening/ immunization</u> | No charge; <u>deductible</u> does not apply | Not covered | 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. |
| If you have a test | <u>Diagnostic test</u> (x-ray, blood work) | 20% <u>coinsurance</u> | Not covered | Prior authorization may be required. |
| | Imaging (CT/PET scans, MRIs) | 20% <u>coinsurance</u> | Not covered | Prior authorization is required. |
| If you need drugs to treat your illness or condition | Tier 1 - Generic drugs | 20% <u>coinsurance</u> ; \$500 max/fill or \$5/fill for low cost generic drugs (retail); 20% <u>coinsurance</u> ; \$1,000 max/fill or \$10/fill for low cost generic drugs (mail order) | Not covered | Retail <u>cost share</u> is for up to a 30-day supply; mail order <u>cost share</u> is for up to a 90-day supply. Some drugs require prior authorization to be covered. Some drugs have quantity limitations. |
| | Tier 2 - Preferred brand and some generic drugs | 20% <u>coinsurance</u> ; \$500 max/fill (retail); 20% <u>coinsurance</u> ; \$1,000 max/fill (mail order) | | |
| | Tier 3 - Non-preferred brand drugs | 20% <u>coinsurance</u> ; \$500 max/fill (retail); 20% <u>coinsurance</u> ; \$1,000 max/fill (mail order) | | |
| More information about <u>prescription drug coverage</u> is available at www.thfp.com by selecting the New Hampshire Individual and Small Group Drug List | <u>Specialty drugs</u> | 20% <u>coinsurance</u> ; \$500 max/fill | Not covered | Limited to a 30-day supply. Must be obtained at a designated specialty pharmacy. Some drugs require prior authorization to be covered. Some drugs have quantity limitations. Some <u>specialty drugs</u> may also be covered under your medical benefit. |

| Common Medical Event | Services You May Need | What You Will Pay | | Limitations, Exceptions, & Other Important Information |
|---|--|--|---|---|
| | | Participating Provider (You will pay the least) | Non-participating Provider (You will pay the most) | |
| If you have outpatient surgery | Facility fee (e.g., ambulatory surgery center) | 20% <u>coinsurance</u> | Not covered | Some surgeries require prior authorization in order to be covered. |
| | Physician/surgeon fees | 20% <u>coinsurance</u> | Not covered | |
| If you need immediate medical attention | <u>Emergency room care</u> | 20% <u>coinsurance</u> | | <u>Cost share</u> waived if admitted. |
| | <u>Emergency medical transportation</u> | 20% <u>coinsurance</u> | | Non-emergency ambulance services require prior authorization. |
| | <u>Urgent care</u> | 20% <u>coinsurance</u> | | Services with <u>non-participating providers</u> are only covered out of the service area. |
| If you have a hospital stay | Facility fee (e.g., hospital room) | 20% <u>coinsurance</u> | Not covered | Some <u>hospitalizations</u> require prior authorization to be covered. |
| | Physician/surgeon fees | 20% <u>coinsurance</u> | Not covered | |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services | 20% <u>coinsurance</u> | Not covered | Prior authorization may be required. |
| | Inpatient services | 20% <u>coinsurance</u> | Not covered | |
| If you are pregnant | Office Visits | 20% <u>coinsurance</u> | Not covered | <u>Cost sharing</u> does not apply to certain <u>preventive services</u> . Depending on the type of services, <u>copayment</u> , <u>coinsurance</u> or <u>deductible</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). |
| | Childbirth/delivery professional services | 20% <u>coinsurance</u> | Not covered | |
| | Childbirth/delivery facility services | 20% <u>coinsurance</u> | Not covered | |

| Common Medical Event | Services You May Need | What You Will Pay | | Limitations, Exceptions, & Other Important Information |
|---|----------------------------------|--|---|--|
| | | Participating Provider (You will pay the least) | Non-participating Provider (You will pay the most) | |
| If you need help recovering or have other special health needs | <u>Home health care</u> | 20% <u>coinsurance</u> | Not covered | Prior authorization is required. |
| | <u>Rehabilitation services</u> | 20% <u>coinsurance</u> | Not covered | Short-term physical therapy limited to 20 visits, occupational therapy limited to 20 visits and speech therapy limited to 20 visits for per year. Prior authorization may be required. |
| | <u>Habilitation services</u> | 20% <u>coinsurance</u> | Not covered | Short-term physical therapy limited to 20 visits, occupational therapy limited to 20 visits and speech therapy limited to 20 visits for per year. Prior authorization may be required. |
| | <u>Skilled nursing care</u> | 20% <u>coinsurance</u> | Not covered | Limited to 100 days per year. Prior authorization is required. |
| | <u>Durable medical equipment</u> | 25% <u>coinsurance</u> | Not covered | Prior authorization may be required. |
| | <u>Hospice services</u> | 20% <u>coinsurance</u> | Not covered | Prior authorization is required. |
| If your child needs dental or eye care | Children's eye exam | No charge; <u>deductible</u> does not apply | Not covered | Limited to one visit every 12 months with an EyeMed vision care <u>provider</u> . |
| | Children's glasses | No charge; <u>deductible</u> does not apply | Not covered | Limited to one pair of glasses every 12 months through EyeMed Vision Care. Limited collection of frames. |
| | 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
- Cosmetic surgery
- Dental care (Adult)
- Infertility treatment
- Long-term care/custodial care
- Non-emergency care when traveling outside the U.S.
- Private-duty nursing
- Routine foot care
- Treatment that is experimental or investigational, for educational or developmental purposes, or does not meet Tufts Health Freedom Plan Medical Necessity Guidelines (with limited exceptions specified in your plan document)

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

- Bariatric surgery
- Hearing Aids (children and adults)
- Weight loss programs
- Chiropractic care (spinal manipulation)
- Routine eye care (Adult)

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 <https://www.dol.gov/ebsa/healthreform> and New Hampshire Department of Insurance, Attn: External Review Unit, 21 South Fruit Street, Suite 14, Concord, NH 03301, (800) 852-3416, consumerservices@ins.nh.gov. 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 <https://www.HealthCare.gov> or call 1-800-318-2596. If you are a Massachusetts resident, contact the Massachusetts Health Connector at <https://www.mahealthconnector.org>.

Your Grievance and Appeals Rights:

There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact: Tufts Health Freedom Plan Member Services at 888-501-6048. Or you may write to us at Tufts Health Freedom Plan, Appeals and Grievances Department, 705 Mt. Auburn St., P.O. Box 9193, Watertown, MA 02471-9193; or contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <https://www.dol.gov/ebsa/healthreform> ; or New Hampshire Department of Insurance, Attn: External Review Unit, 21 South Fruit Street, Suite 14, Concord, NH 03301, (800) 852-3416, consumerservices@ins.nh.gov.

Does this plan provide Minimum Essential Coverage? Yes

If you don't have Minimum Essential Coverage 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

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 888-501-6048.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 888-501-6048.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 888-501-6048.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 888-501-6048.

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

About these Coverage Examples:



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

Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

| | |
|--|---------|
| ■ The plan's overall deductible | \$2,500 |
| ■ Specialist coinsurance | 20% |
| ■ Hospital (facility) coinsurance | 20% |
| ■ Plan coinsurance | 20% |

This EXAMPLE event includes services like:

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

| | |
|---------------------------|-----------------|
| Total Example Cost | \$12,700 |
|---------------------------|-----------------|

In this example, Peg would pay:

| Cost Sharing | |
|-----------------------------------|----------------|
| Deductibles | \$2,500 |
| Copayments | \$0 |
| Coinsurance | \$1,500 |
| What isn't covered | |
| Limits or exclusions | \$0 |
| The total Peg would pay is | \$4,000 |

Managing Joe's type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

| | |
|--|---------|
| ■ The plan's overall deductible | \$2,500 |
| ■ Specialist coinsurance | 20% |
| ■ Hospital (facility) coinsurance | 20% |
| ■ Plan coinsurance | 20% |

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 | \$7,300 |
|---------------------------|----------------|

In this example, Joe would pay:

| Cost Sharing | |
|-----------------------------------|----------------|
| Deductibles | \$2,500 |
| Copayments | \$0 |
| Coinsurance | \$900 |
| What isn't covered | |
| Limits or exclusions | \$50 |
| The total Joe would pay is | \$3,450 |

Mia's Simple Fracture

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

| | |
|--|---------|
| ■ The plan's overall deductible | \$2,500 |
| ■ Specialist coinsurance | 20% |
| ■ Hospital (facility) coinsurance | 20% |
| ■ Plan coinsurance | 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 |
|---------------------------|----------------|

In this example, Mia would pay:

| Cost Sharing | |
|-----------------------------------|----------------|
| Deductibles | \$1,900 |
| Copayments | \$0 |
| Coinsurance | \$0 |
| What isn't covered | |
| Limits or exclusions | \$0 |
| The total Mia would pay is | \$1,900 |

The plan would be responsible for the other costs of these EXAMPLE covered services.

ADDENDUM

DISCRIMINATION IS AGAINST THE LAW

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

Tufts Health Freedom Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - 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 Tufts Health Freedom Plan at 888-501-6048.

If you believe that Tufts Health Freedom Plan 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 with:

Tufts Health Freedom Plan, Attention:

Civil Rights Coordinator Legal Dept.

705 Mt. Auburn St. Watertown, MA 02472

Phone: 888-880-8699 ext.48000, [TTY number — 800-439-2370 ext. 711]

Fax: 617-972-9048

Email: OCRCoordinator@tufts-health.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Tufts Health Plan Civil Rights Coordinator is available to help you.

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, D.C. 20201

800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

For no cost translation in English, call the number on the top of page 1.

- Arabic** للحصول على خدمة الترجمة المجانية باللغة العربية، يرجى الاتصال على الرقم المدون بالجزء العلوي من الصفحة رقم 1
- Chinese** 若需免費的中文版本，請撥打第 1 頁頂端的電話號碼。
- French** Pour demander une traduction gratuite en français, composez le numéro indiqué en haut de la page 1.
- German** Um eine kostenlose deutsche Übersetzung zu erhalten, rufen Sie bitte die Telefonnummer oben auf Seite 1 an.
- Greek** Για δωρεάν μετάφραση στα Ελληνικά, καλέστε τον αριθμό που αναγράφεται στην κορυφή της σελίδας 1.
- Haitian Creole** Pou jwenn tradiksyon gratis nan lang Kreyòl Ayisyen, rele nimewo ki sou kat ID ou.
- Italian** Per la traduzione in italiano senza costi aggiuntivi, è possibile chiamare il numero indicato nella parte superiore di pagina 1.
- Japanese** 日本語の無料翻訳については1 ページ目の一番上にある番号に電話してください。
- Khmer** សម្រាប់សេវាកម្រៃដោយឥតគិតថ្លៃជាភាសាខ្មែរសូមទូរស័ព្ទទៅកាន់លេខដែលនៅផ្នែកខាងលើនៃទំព័រទី 1។
- Korean** 한국어 무료 통역을 원하시면, 1 페이지 맨 위에 번호로 전화 하십시오.
- Laotian** ສໍາລັບການແປບໍ່ມີຄ່າພາສາລາວທີ່ບໍ່ໄດ້ສຍຄ່າໃຊ້ຈ່າຍ, ໃຫ້ໂທຫາເບີໂທທີ່ຢູ່ດ້ານເທິງຂອງໜ້າທີ 1.
- Navajo** Doo bą́ąh ilíní da Diné k’ehjí álnéehgo, hodiilnih béésh bee haní’é binumber díí naaltsoos bikáá’ wódałhdi.
- Persian** برای ترجمه رایگان به فارسی، به شماره تلفن مندرج در بالای صفحه 1 زنگ بزنید
- Polish** Aby uzyskać bezpłatne tłumaczenie w języku polskim, należy zadzwonić na numer zamieszczony u góry strony 1.
- Portuguese** Para tradução grátis para português, ligue para o número no topo da página 1.
- Russian** Для получения услуг бесплатного перевода на русский язык позвоните по номеру, указанному сверху на стр. 1.
- Spanish** Por servicio de traducción gratuito en español, llame al número indicado en la parte superior de la página 1.
- Tagalog** Para sa walang bayad na pagsasalin sa Tagalog, tawagan ang numero na nasa itaas ng unang pahina 1.
- Vietnamese** Để có bản dịch tiếng Việt không phải trả phí, gọi theo số trên đầu trang 1.