





Health Plan: *DIRECT SILVER 2000*

Coverage for: All Coverage Types | Plan Type: HMO

 The Summary of Benefits and Coverage (SBC) document will help you choose a health [plan](#). The SBC shows you how you and the [plan](#) would share the cost for covered health care services. **NOTE: Information about the cost of this [plan](#) (called the [premium](#)) will be provided separately. This is only a summary.** For more information about your coverage, or to get a copy of the complete terms of coverage, visit [tuftshealthplan.com](http://tuftshealthplan.com) or call **888.257.1985** (TTY: 888.391.5535). 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 **888.257.1985** (TTY: 888.391.5535) to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <a href="#">deductible</a> ?	<b>\$2,000</b> /individual <b>\$4,000</b> /family	Generally, you must pay all of the costs from <a href="#">providers</a> up to the <a href="#">deductible</a> amount before this plan begins to pay. If you have other family members on the <a href="#">plan</a> , each family member must meet their own individual <a href="#">deductible</a> until the total amount of <a href="#">deductible</a> expenses paid by all family members meets the overall family deductible.
Are there services covered before you meet your <a href="#">deductible</a> ?	Yes. Preventive services, most outpatient visits (including mental health/behavioral health/substance use disorder), most prescription drug coverage, and urgent care do not apply towards the deductible.	This <a href="#">plan</a> covers some items and services even if you haven't yet met the <a href="#">deductible</a> amount. But a <a href="#">copayment</a> or <a href="#">coinsurance</a> may apply. For example, this <a href="#">plan</a> covers certain <a href="#">preventive services</a> without <a href="#">cost-sharing</a> and before you meet your <a href="#">deductible</a> . See a list of covered <a href="#">preventive services</a> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .
Are there other <a href="#">deductibles</a> for specific services?	No	You don't have to meet <a href="#">deductibles</a> for specific services.
What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a> ?	<b>\$7,350</b> /individual <b>\$14,700</b> /family	The <a href="#">out-of-pocket limit</a> is the most you could pay in a year for covered services. If you have other family members in this <a href="#">plan</a> , they have to meet their <a href="#">own out-of-pocket limits</a> until the overall family <a href="#">out-of-pocket limit</a> has been met.
What is not included in the <a href="#">out-of-pocket limit</a> ?	Premiums, balance billing, and health care this plan doesn't cover	Even though you pay these expenses, they don't count toward the <a href="#">out-of-pocket limit</a> .
Will you pay less if you use a <a href="#">network provider</a> ?	Yes. See <a href="http://tuftshealthplan.com">tuftshealthplan.com</a> or call <b>888.257.1985</b> for a list of network providers.	This <a href="#">plan</a> uses a <a href="#">provider network</a> . You will pay less if you use a <a href="#">provider</a> in the <a href="#">plan's network</a> . You will pay the most if you use an <a href="#">out-of-network provider</a> , and you might receive a bill from a <a href="#">provider</a> for the difference between the <a href="#">provider's charge</a> and what your <a href="#">plan</a> pays ( <a href="#">balance billing</a> ). Be aware your <a href="#">network provider</a> might use an <a href="#">out-of-network provider</a> for some services (such as lab work). Check with your <a href="#">provider</a> before you get services.

Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a> ?	You may need a referral for certain specialty services. If your PCP needs to give you a referral for certain services, your member ID card will say “PCP Referral Required.”	This <a href="#">plan</a> will pay some or all of the costs to see a <a href="#">specialist</a> for covered services but only if you have a <a href="#">referral</a> before you see the <a href="#">specialist</a> .
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 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
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you visit a health care <a href="#">provider's</a> office or clinic	Primary care visit to treat an injury or illness	\$30/visit. <a href="#">Deductible</a> does not apply.	Not covered	You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for. Some specialty services may require prior authorization.
	<a href="#">Specialist</a> visit	\$50/visit. <a href="#">Deductible</a> does not apply.	Not covered	
	<a href="#">Preventive care/screening/immunization</a>	No charge. <a href="#">Deductible</a> does not apply.	Not covered	
If you have a test	<a href="#">Diagnostic test</a> (x-ray, blood work)	\$25/visit	Not covered	Covered if medically necessary
	Imaging (CT/PET scans, MRIs)	\$500/visit	Not covered	Requires prior authorization
If you need drugs to treat your illness or condition More information about <a href="#">prescription drug coverage</a> is available at <a href="#">tuftshealthplan.com</a> .	Generic drugs (Tier 1)	\$20/prescription (retail) \$40/prescription (mail-order). <a href="#">Deductible</a> does not apply.	Not covered	Covers up to a 30-day retail supply, up to a 90-day mail-order supply. May require prior authorization.
	Preferred brand drugs (Tier 2)	\$60/prescription (retail) \$120/prescription (mail-order). <a href="#">Deductible</a> does not apply.	Not covered	
	Non-preferred brand drugs (Tier 3)	\$90/prescription (retail) \$270/prescription (mail-order).	Not covered	
	<a href="#">Specialty drugs</a> (Tier 3)	\$90/prescription (retail)	Not covered	Covers up to a 30-day supply. May require prior authorization.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	\$750/visit	Not covered	Covered if medically necessary at an in-network outpatient facility or hospital. Some services may require prior authorization.
	Physician/surgeon fees	No charge	Not covered	
If you need immediate	<a href="#">Emergency room care</a>	\$700/visit	\$700/visit	Notification required within 24 hours, if

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
<b>medical attention</b>				admitted. Co-payment waived, if admitted.
	<a href="#">Emergency medical transportation</a>	No charge	No charge	Emergency transport only; nonemergency transport covered if medically necessary and with prior authorization.
	<a href="#">Urgent care</a>	\$30/visit (PCP) \$50/visit (specialist) <u>Deductible</u> does not apply	Not covered	Urgent care covered with PCP or at in-network urgent care facilities. Urgent care centers at out-of-network hospitals are not covered.
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	\$1,000/visit	Not covered	Electively scheduled inpatient medical care covered according to medical necessity and subject to prior authorization. Nonemergency admissions require submission of prior authorization 5 business days before admission. Urgent admissions require submission for authorization within 1 business day of the admission.
	Physician/surgeon fees	No charge	Not covered	
<b>If you need mental health, behavioral health, or substance abuse services</b>	Outpatient services	\$30/visit. <u>Deductible</u> does not apply.	Not covered	Prior authorization required after 12 outpatient therapy visits per benefit year. In-network substance abuse services do not require prior authorization.
	Inpatient services	\$1,000/visit	Not covered	
<b>If you are pregnant</b>	Office visits	\$30/visit (PCP) \$50/visit (specialist) <u>Deductible</u> does not apply	Not covered	<u>Cost sharing</u> does not apply for <u>preventive services</u> . Providers must submit a Prenatal Registration Form to our medical management team.
	Childbirth/delivery professional services	No charge	Not covered	
	Childbirth/delivery facility services	\$1,000/visit	Not covered	
<b>If you need help</b>	<a href="#">Home health care</a>	No charge	Not covered	Requires prior authorization, if services are

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
recovering or have other special health needs				daily or for longer than 6 months.
	<a href="#">Rehabilitation services</a>	\$50/visit. <u>Deductible</u> does not apply.	Not covered	Maximum of 60 visits total combined rehabilitative physical and occupational therapy per member per benefit year. No limit on speech therapy. May require prior authorization for speech, physical, and occupational therapy after initial evaluation. Maximum of 60 calendar days total per benefit year for inpatient services. Requires prior authorization.
	<a href="#">Habilitation services</a>	\$50/visit. <u>Deductible</u> does not apply.	Not covered	Maximum of 60 visits total combined habilitative physical and occupational therapy per member per benefit year. No limit on speech therapy. May require prior authorization for speech, physical, and occupational therapy after initial evaluation. Maximum of 60 calendar days total per benefit year for inpatient services. Requires prior authorization.
	<a href="#">Skilled nursing care</a>	\$1,000/visit	Not covered	Maximum of 100 calendar days total per benefit year. Requires prior authorization.
	<a href="#">Durable medical equipment</a>	20% coinsurance	Not covered	May require prior authorization. (See list at <a href="http://tuftshealthplan.com">tuftshealthplan.com</a> .)
	<a href="#">Hospice services</a>	No charge	Not covered	Requires prior authorization
If your child needs dental or eye care	Children's eye exam	\$30/visit. <u>Deductible</u> does not apply.	Not covered	Coverage for routine eye exams for members 18 years and younger once every 12 months
	Children's glasses	No charge. <u>Deductible</u> does not apply.	Not covered	Coverage for eye glasses for members 18 years and younger once every 12 months. Collection frames only.
	Children's dental check-up	No charge	Not covered	Covered for pediatric dental checkup for members 18 years and younger

## 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](#).)

- Cosmetic surgery
- Dental care (adult) (except in cases of emergency)
- Long-term care
- Non-emergency care when traveling outside the U.S.
- Private-duty nursing

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

- Abortion services
- Acupuncture to treat substance abuse
- Bariatric surgery with prior authorization
- Chiropractic care (may require prior authorization)
- Hearing aids (age 21 and younger, covered up to \$2,000 per ear every 36 months)
- Infertility treatment with prior authorization
- Routine eye care (Adult)
- Routine foot care for diabetics (Adult)
- Weight-loss programs covered for first 3 months

**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: Massachusetts Division of Insurance at 877.563.4467 or [mass.gov/doi](http://mass.gov/doi). 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.HealthCare.gov](http://www.HealthCare.gov) or call 1.800.318.2596. For more information on your rights to continue coverage, contact Tufts Health Plan at **888.257.1985** (TTY: 888.391.5535).

**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 Plan member services at **888.257.1985** (TTY: 888.391.5535)
- U.S. Department of Labor's Employee Benefits Security Administration at 866.444.EBSA (3272) or [dol.gov/ebsa/healthreform](http://dol.gov/ebsa/healthreform)
- Massachusetts Division of Insurance at 617.521.7794

### 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 888.257.1985.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 888.257.1985.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码888.257.1985.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 888.257.1985.

—————*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 [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 <a href="#">plan's</a> overall <a href="#">deductible</a>	\$2,000
■ <a href="#">Specialist</a> copayment	\$50
■ Hospital (facility) <a href="#">copayment</a>	\$1,000

#### 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*)

<b>Total Example Cost</b>	<b>\$12,700</b>
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#### In this example, Peg would pay:

Cost Sharing	
Deductibles	\$2,000
Copayments	\$1,000
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$0
<b>The total Peg would pay is</b>	<b>\$3,000</b>

### Managing Joe's type 2 Diabetes

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

■ The <a href="#">plan's</a> overall <a href="#">deductible</a>	\$2,000
■ <a href="#">Specialist</a> copayment	\$50
■ Hospital (facility) <a href="#">copayment</a>	\$1,000

#### 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*)

<b>Total Example Cost</b>	<b>\$7,400</b>
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#### In this example, Joe would pay:

Cost Sharing	
Deductibles	\$200
Copayments	\$2,800
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$60
<b>The total Joe would pay is</b>	<b>\$3,060</b>

### Mia's Simple Fracture

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

■ The <a href="#">plan's</a> overall <a href="#">deductible</a>	\$2,000
■ <a href="#">Specialist</a> copayment	\$50
■ Hospital (facility) <a href="#">copayment</a>	\$1,000

#### This EXAMPLE event includes services like:

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

<b>Total Example Cost</b>	<b>\$1,900</b>
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#### In this example, Mia would pay:

Cost Sharing	
Deductibles	\$1,500
Copayments	\$200
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$0
<b>The total Mia would pay is</b>	<b>\$1,700</b>