**Option Advantage Plus (A) Benefit Highlights**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>In-Network Copay or Coinsurance (after deductible)</th>
<th>Out-of-Network Copay or Coinsurance (after deductible)</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Demand Provider Visits</td>
<td>Covered in full</td>
<td>Not covered</td>
</tr>
<tr>
<td></td>
<td>Covered in full</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Preventive Care</td>
<td>Covered in full</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>Covered in full</td>
<td>50%</td>
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<td>Covered in full</td>
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<tr>
<td></td>
<td>Covered in full</td>
<td>50%</td>
</tr>
<tr>
<td>Physician/Provider Services</td>
<td>$35 / visit</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>$35 / visit</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>$45 / visit</td>
<td>50%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>30%</td>
<td>50%</td>
</tr>
</tbody>
</table>
### Emergency and Urgent Services
- **Emergency services** (For emergency medical conditions only. If admitted to hospital, copayment is not applied; all services subject to inpatient benefits.)
  - In-Network Copay or Coinsurance: $250
  - Out-of-Network Copay or Coinsurance: $250
- **Urgent care services** (for non-life threatening illness/minor injury)
  - In-Network Copay or Coinsurance: $45 / visit
  - Out-of-Network Copay or Coinsurance: 50%
- **Emergency medical transportation** (air and/or ground)
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 30%

#### Emergency and Urgent Services (continued)
- **Emergency services**
  - Emergency services (For emergency medical conditions only. If admitted to hospital, copayment is not applied; all services subject to inpatient benefits.)
  - Out-of-Network Copay or Coinsurance: $250
- **Emergency medical transportation** (air and/or ground)
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 30%

### Hospital Services
- **Inpatient/Observation care**
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Rehabilitative care** (Limited to 30 days per calendar year. Limits do not apply to Mental Health Services.)
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Habilitative care** (Limited to 30 days per calendar year. Limits do not apply to Mental Health Services.)
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Skilled nursing facility** (Limited to 60 days per calendar year)
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Temporomandibular joint (TMJ) services** (Inpatient and/or outpatient services combined limit of $1,000 per calendar year/$5,000 per lifetime)
  - In-Network Copay or Coinsurance: 50%
  - Out-of-Network Copay or Coinsurance: Not covered

### Outpatient Services
- **Outpatient surgery, infusion, dialysis, chemotherapy, radiation therapy** (Prior authorization required for outpatient hospital-based infusions)
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Outpatient Surgery at an Ambulatory Surgical Center (ASC)**
  - In-Network Copay or Coinsurance: 20%
  - Out-of-Network Copay or Coinsurance: 50%
- **Temporomandibular joint (TMJ) service** (Inpatient and/or outpatient services combined limit of $1,000 per calendar year/$5,000 per lifetime)
  - In-Network Copay or Coinsurance: 50%
  - Out-of-Network Copay or Coinsurance: Not covered
- **Colonoscopy (Non-preventive) at a Hospital-based facility**
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Colonoscopy (Non-preventive) at an Ambulatory Surgical Center (ASC)**
  - In-Network Copay or Coinsurance: 20%
  - Out-of-Network Copay or Coinsurance: 50%
- **Outpatient rehabilitative services: physical, occupational, and speech therapy** (Limited to 30 visits per calendar year. Limits do not apply to Mental Health Services)
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Outpatient habilitative services: physical, occupational and speech therapy** (Limited to 30 visits per calendar year. Limits do not apply to Mental Health Services.)
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Cardiac rehabilitation** (In-network, first 16 visits covered in full, deductible waived, then deductible and coinsurance)
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%

### Maternity Services
- **Prenatal office visits**
  - In-Network Copay or Coinsurance: Covered in full
  - Out-of-Network Copay or Coinsurance: 50%
- **Delivery and postnatal services**
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Inpatient hospital/facility services**
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Routine newborn nursery care**
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%

### Medical Equipment, Supplies and Devices
- **Medical equipment, appliances, prosthetics/orthotics and supplies** (Hearing aids limited to 1 per ear every 3 calendar years)
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Diabetes supplies** (such as lancets, test strips and needles)
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Removable custom shoe orthotics** (Limited to $200 per calendar year)
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Oral Sleep Apnea Appliance** (Out-of-Network limited to $2,000 per calendar year)
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%

### Mental Health / Chemical Dependency
(All services, except outpatient provider office visits, must be prior authorized. For information, please call 800-711-4577.)
- **Inpatient and residential services**
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Day treatment, intensive outpatient and partial hospitalization services**
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Applied behavior analysis**
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Outpatient provider office visits**
  - In-Network Copay or Coinsurance: $35 / visit
  - Out-of-Network Copay or Coinsurance: $35 / visit

### Home Health and Hospice
- **Home health care**
  - In-Network Copay or Coinsurance: 30%
  - Out-of-Network Copay or Coinsurance: 50%
- **Hospice care**
  - In-Network Copay or Coinsurance: Covered in full
  - Out-of-Network Copay or Coinsurance: Covered in full

### Routine Vision Exam
Provided by VSP
VSP Choice Network (for Customer Service call 800-877-7195)
Your copays do not apply to your plan’s medical out-of-pocket maximums
- **Pediatric WellVision Exam® (under age 19) - Every 12 months**
  - In-Network Copay or Coinsurance: Covered in full
  - Out-of-Network Copay or Coinsurance: Covered up to $45
- **Adult WellVision Exam® - Every 12 months**
  - In-Network Copay or Coinsurance: $10
  - Out-of-Network Copay or Coinsurance: Covered up to $45
Your guide to the words or phrases used to explain your benefits

Coinsurance
The percentage of the cost that you may need to pay for a covered service.

Common deductible
- Copays and coinsurance for services that do not apply to the deductible
The dollar amount that an individual or family pays for covered services before your plan pays any benefits within a calendar year. The deductible can be met by using in-plan or out-of-plan providers, or the combination of both. The following expenses do not apply to an individual or family deductible:
- Services not covered by your plan
- Fees that exceed usual, customary and reasonable (UCR) charges as established by your plan
- Penalties incurred if you do not follow your plan’s prior authorization requirements

Common out-of-pocket maximum
The limit on the dollar amount you will have to spend for specified covered health services (a combination of both in- and out-of-plan services) in a calendar year. Some services and expenses do not apply to the common out-of-pocket maximum. See your Member Handbook for details.

Copay
The fixed dollar amount you pay to a health care provider for a covered service at the time care is provided.

Formulary
A formulary is a list of FDA-approved prescription drugs developed by physicians and pharmacists, designed to offer drug treatment choices for covered medical conditions. The Providence Health Plan formulary includes both brand-name and generic medications.

In-Network
Refers to services received from an extensive network of highly qualified physicians, health care providers and facilities contracted by Providence Health Plan for your specific plan. Generally, your out-of-pocket costs will be less when you receive covered services from in-network providers.

Limitations and Exclusions
All covered services are subject to the limitations and exclusions specified for your plan. Refer to your Member Handbook or contract for a complete list.

Out-of-network
Refers to services you receive from providers not in your plan’s network. Your out-of-pocket costs are generally higher when you receive covered services outside of your plan’s network. An out-of-network provider does not have contracted rates with Providence Health Plan and so balance billing may apply. To find an in-network provider, go to http://phpdp.providence.org.

Primary Care Provider
A qualified physician or practitioner that can provide most of your care and, when necessary, will coordinate care with other providers in a convenient and cost-effective manner.

Prior authorization
Some services must be pre-approved. In-network, your provider will request prior authorization. Out-of-network, you are responsible for obtaining prior authorization.

Retail Health Clinic
A walk-in health clinic, other than an office, urgent care facility, pharmacy or independent clinic that is located within a retail operation. A Retail Health Clinic provides same-day visits for basic illness and injuries.

Usual, Customary & Reasonable (UCR)
Describes your plan’s allowed charges for services that you receive from an out-of-network provider. When the cost of out-of-network services exceeds UCR amounts, you are responsible for paying the provider any difference. These amounts do not apply to your out-of-pocket maximums.

Virtual visit
Visit with a Network Provider using secure internet technology such as Providence Express Care phone and video visits or Web-direct Visits.

Web-direct Visit
A consultation with Network Provider using an online questionnaire to collect information to diagnose and treat common conditions such as cold, flu, sore throat, allergies, earaches, sinus pain or UTI.

Contact us
Headquartered in Portland, our customer service professionals have been proudly serving our members since 1986.

Portland Metro Area: 503-574-7500
All other areas: 800-878-4445
TTY: 503-574-8702 or 888-244-6642

Have questions about your benefits and want to contact us via e-mail? Go to our Web site at: www.ProvidenceHealthPlan.com/contactus

PGC-OR 0120 LG OP ADV CD
Oregon - Large Group

OP ADV PLUS (A) 35/30/50/7900/4000cd/45/250/2X/SIG
Non-discrimination Statement

Providence Health Plan and Providence Health Assurance comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Providence Health Plan and Providence Health Assurance do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Providence Health Plan and Providence Health Assurance:

- Provide 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)
- Provide free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you are a Medicare member who needs these services, call 503-574-8000 or 1-800-603-2340. All other members can call 503-574-7500 or 1-800-878-4445. Hearing impaired members may call our TTY line at 711.

If you believe that Providence Health Plan or Providence Health Assurance 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 our Non-discrimination Coordinator by mail:

Providence Health Plan and Providence Health Assurance
Attn: Non-discrimination Coordinator
PO Box 4158
Portland, OR 97208-4158

If you need help filing a grievance, and you are a Medicare member call 503-574-8000 or 1-800-603-2340. All other members can call 503-574-7500 or 1-800-878-4445. (TTY line at 711) for assistance. 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, 1-800-537-7697 (TTY)

Language Access Information

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-878-4445 (TTY: 711).

ATENCION: si habla espanol, tiene a su disposicion servicios gratuitos de asistencia lingüistica. Llame al 1-800-878-4445 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-878-4445 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-878-4445 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-878-4445 (телетайп: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-878-4445 (TTY: 711) 번으로 전화해 주십시오.

УВАГА! Якщо ви говорите українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-878-4445 (телетайп: 711).

注意事项: 日本語を話される場合、無料の言語支援をご利用いただけます。1-800-878-4445 (TTY: 711) まで、お電話にてご連絡ください。

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم 4445-800-878-4445 (TTY: 711).

ATENȚIE: Dacă vorbiți limba română, vă sta la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-800-878-4445 (TTY: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-878-4445 (TTY: 711) まで、お電話にてご連絡ください。

دويرگ: شما باید کاره‌ای باصورت وزبان انتظار نشده‌ای به کنیم. ویک فارسی وزبان به‌اکثر توجه می‌باشد. 1-800-878-4445 (TTY: 711)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-878-4445 (ATS : 711).

เหตุ: ถ้าคุณสื่อสารภาษาไทยสามารถใช้บริการช่วยเหลือทางภาษาได้ที่ โทร 1-800-878-4445 (TTY: 711)