



# Schedule of Benefits

## City of Boston Value HMO

For Self-Insured Large Group Employers

**IMPORTANT NOTICE:** This plan includes a limited provider network called Value HMO. This plan provides access to a network that is smaller than AllWays Health Partners' full commercial HMO provider network. In this plan, members have access to network benefits only from the providers in the Value HMO network. Please consult the Value HMO provider directory or visit the provider search tool at [allwayshealthpartners.org](http://allwayshealthpartners.org) to determine which providers are included in the Value HMO network.



This health plan meets Minimum Creditable Coverage standards and will satisfy the individual mandate that you have health insurance. Please see the last page for additional information.

# Schedule of Benefits

This Schedule of Benefits is a general description of your coverage as a member of AllWays Health Partners. For more information about your benefits, log into [allwaysmember.org](http://allwaysmember.org) to see your plan documents and get personalized information about your plan or call AllWays Health Partners Customer Service at 1-866-567-9175 (TTY 711).

All covered services must be medically necessary and some may require prior authorization. Please check with your PCP or treating provider to determine if a prior authorization is necessary. The Value HMO Member Handbook may include additional coverage and/or exclusions not listed on the Schedule of Benefits.

## DEDUCTIBLE AND OUT-OF-POCKET MAXIMUM

Deductible per benefit period	<b>Medical/Behavioral Health (Combined): None Prescription Drug: None</b>
Out-of-Pocket Maximum per benefit period	<b>Medical/Behavioral Health/Prescription Drug (Combined): \$4,500 Individual/\$9,000 Family</b>

The Deductible, Coinsurance and Copayments for Medical, Behavioral Health, and Prescription Drugs apply to the annual Out-of-Pocket Maximum. This Schedule of Benefits and the Value HMO Member Handbook comprise the Evidence of Coverage for AllWays Health Partners members covered on this health plan.

## OUTPATIENT MEDICAL CARE

### *Preventive Services*

Annual Physical Exams <sup>1</sup>	No Member Cost-Sharing
Annual Gynecological Exams <sup>1</sup>	No Member Cost-Sharing
Family Planning Services	No Member Cost-Sharing
Immunizations & Vaccinations	No Member Cost-Sharing
Preventive Laboratory Tests	No Member Cost-Sharing
Screening Colonoscopy	No Member Cost-Sharing
Screening Mammography	No Member Cost-Sharing
Well Child Visits	No Member Cost-Sharing

<sup>1</sup> Services for specific conditions during an annual exam may be subject to cost sharing.

**Other Primary & Specialty Care Office Visits**

Office Visits for Other Primary Care	\$20 copayment/Visit
Telemedicine (Virtual Visits) - PCP	\$20 copayment/Visit
Telemedicine (Virtual Visits) - Mass General Brigham On Demand	\$20 copayment/Visit
Office Visits for Other Specialty Care	\$30 copayment/Visit
Telemedicine (Virtual Visits) - Specialist	\$30 copayment/Visit
Allergy Shots	No Member Cost-Sharing
Cardiac Rehabilitation Service	\$30 copayment/Visit
Routine Eye Exam (1 visit(s) per member every 12 months)	\$30 copayment/Visit (waived for members diagnosed with diabetes)
Routine Foot Care (covered for diabetes and some circulatory diseases)	\$30 copayment/Visit
Hearing Exams	\$30 copayment/Visit
Infertility Services	No Member Cost-Sharing
Physical Therapy/Occupational Therapy (Covered up to 60 combined PT/OT visits per benefit period)	\$20 copayment/Visit
Speech Therapy	\$20 copayment/Visit
Routine Prenatal and Postnatal Care	No Member Cost-Sharing

**Other Outpatient Services**

Diagnostic, Imaging and X-ray	No Member Cost-Sharing
Laboratory	No Member Cost-Sharing
High-tech Radiology (MRI, CT, PET Scan, Nuclear Cardiac Imaging)	\$50 copayment (maximum of one copayment per member per benefit period)
Outpatient Surgery—Facility Fee	\$50 copayment (maximum of one copayment per member per benefit period)
Outpatient Surgery—Professional Fee	No Member Cost-Sharing

**INPATIENT MEDICAL CARE\***

Inpatient Medical Services (including Maternity) - Facility Fee	\$50 copayment (maximum of one copayment per member per benefit period)
Inpatient Medical Services - Professional Fee	No Member Cost-Sharing
Inpatient Care in a Skilled Nursing Facility - Facility Fee (Covered up to 100 days per benefit period)	\$50 copayment (maximum of one copayment per member per benefit period)
Inpatient Care in a Skilled Nursing Facility - Professional Fee	No Member Cost-Sharing
Inpatient Care in a Rehabilitation Facility - Facility Fee (Covered up to 60 days per benefit period)	\$50 copayment (maximum of one copayment per member per benefit period)
Inpatient Care in a Rehabilitation Facility - Professional Fee	No Member Cost-Sharing
Routine Nursery and Newborn Care	No Member Cost-Sharing

\*\$50 inpatient copayment maximum per member per benefit period applies across ALL inpatient medical services listed above

## BEHAVIORAL HEALTH—OUTPATIENT

Mental Health Care or Substance Use Care	\$20 copayment/Visit
Telemedicine (Virtual Visits) - Mental Health Care or Substance Use Care	\$20 copayment/Visit

## BEHAVIORAL HEALTH—INPATIENT

Mental Health Care - Facility Fee	No Member Cost-Sharing
Mental Health Care - Professional Fee	No Member Cost-Sharing
Substance Use Detoxification or Rehabilitation - Facility Fee	No Member Cost-Sharing
Substance Use Detoxification or Rehabilitation - Professional Fee	No Member Cost-Sharing

## URGENT CARE

Care for an illness, injury, or condition serious enough that a person would seek immediate care, but not so severe as to require Emergency room care.

Urgent Care	\$20 copayment/Visit
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## EMERGENCY CARE

If you require emergency medical care, go to the nearest emergency room or call 911. You or a family member should notify your PCP within 48 hours of an emergency visit.

Care you receive in an emergency room, in or out of AllWays Health Partners Service Area	\$100 copayment/Visit (waived if admitted to hospital for inpatient care)
Ambulance Services (emergency transport only)	No Member Cost-Sharing
Emergency Dental Care (within 72 hours of accident or injury)	\$100 copayment/Visit (waived if admitted to hospital for inpatient care)

## DENTAL CARE

Preventive Dental Care** for children under 12 (one visit every 6 months)	No Member Cost-Sharing
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\*\*Preventive dental services must be provided by a Delta Dental Premier Network participating dentist. To locate a Delta Dental Premier Network provider, please visit [www.deltadentalma.com](http://www.deltadentalma.com) or call 800-872-0500.

## PRESCRIPTION DRUGS (3-Tier)

With a valid prescription and purchased at a participating pharmacy for up to a 30-day supply	Generic: \$10 copayment/Prescription Preferred brand-name: \$30 copayment/Prescription Non-preferred brand-name: \$55 copayment/Prescription
Access90: With a valid prescription for a 90-day supply of a maintenance medication and purchased through the mail or at a participating pharmacy	Generic: \$20 copayment/Prescription Preferred brand-name: \$60 copayment/Prescription Non-preferred brand-name: \$135 copayment/Prescription

## OVER-THE-COUNTER DRUGS

For a complete list of over-the-counter drugs, visit [allwayshealthpartners.org](http://allwayshealthpartners.org) or call AllWays Health Partners Customer Service at 1-866-567-9175 (TTY 711).

Select over-the-counter medicines and products with a valid prescription and purchased at a participating pharmacy.	\$0-\$30 copayment/Prescription (depending on drug prescribed)
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## ADDITIONAL SERVICES

Diabetic Supplies	No Member Cost-Sharing
Disposable Medical Supplies	No Member Cost-Sharing
Durable Medical Equipment	No Member Cost-Sharing
Early Intervention (from birth up to age three)	No Member Cost-Sharing
Fitness Program Reimbursement	Up to \$150/Individual, \$300/Family per calendar year (see <a href="http://alwayshealthpartners.org">alwayshealthpartners.org</a> for qualifications)
Hearing Aids (age 21 and under) (Covered up to \$2,000 for each affected ear every 36 months)	No Member Cost-Sharing
Home Health Care	No Member Cost-Sharing
Hospice Care	No Member Cost-Sharing
Oxygen Supplies and Therapy	No Member Cost-Sharing
Weight Loss Program Benefit	Coverage for six months of membership fees per calendar year in a Jenny Craig or Weight Watchers program for either a covered Subscriber or one covered Dependent (see <a href="http://alwayshealthpartners.org">alwayshealthpartners.org</a> for qualifications)
Wigs (when medically necessary for hair loss due to cancer treatment or other conditions)	No Member Cost-Sharing

## **ABOUT YOUR ALLWAYS HEALTH PARTNERS MEMBERSHIP**

For questions or concerns about your AllWays Health Partners coverage, call AllWays Health Partners Customer Service at 1-866-567-9175 (TTY 711). Representatives are available Monday through Friday, 8:00 a.m.–6:00 p.m. (Thursday 8:00 a.m.–8:00 p.m.)

### **Benefit Period**

Your benefit period resets on your employer's anniversary date.

### **Copayments or Coinsurance Required for Certain Services**

All medical and behavioral health and prescription drug copayments and coinsurance amounts paid apply toward the out-of-pocket maximum. Once the individual out-of-pocket maximum is satisfied, these services are covered for the member in full through the remainder of the benefit period. The family out-of-pocket maximum is satisfied by combining the coinsurance and copayment amounts paid by covered family members. Once the family out-of-pocket maximum is satisfied, these services are covered for all family members in full through the remainder of the benefit period.

### **Your Primary Care Provider (PCP)**

Your PCP arranges your health care and is the first person you call when you need medical care. Be sure to check with your PCP to find out office hours and whether urgent care is offered.

AllWays Health Partners requires the designation of a PCP. You have the right to designate any PCP who participates in our Value HMO network and who is available to accept you or your family members. For children, you may designate a pediatrician as the PCP.

For information on how to select a PCP, or a list of the most up-to date provider information, or a list of participating health care professionals who specialize in obstetrics or gynecology, visit [allwayshealthpartners.org](http://allwayshealthpartners.org) or call AllWays Health Partners Customer Service.

### **Preventive Care Services**

AllWays Health Partners covers eligible preventive services for adults, women (including pregnant women) and children, which includes coverage for annual physical exams, immunizations, well child visits and annual gynecological exams. For a complete list of eligible preventive care services, please visit [allwayshealthpartners.org](http://allwayshealthpartners.org) or call AllWays Health Partners Customer Service.

### **Primary Care Provider (PCP) and Obstetrical Rights**

You do not need prior authorization from AllWays Health Partners or from any other person (including a PCP) in order to obtain access to obstetrical or gynecological care from a health care professional in our network who specializes in obstetrics or gynecology. However, the health care professional may be required to comply with certain procedures, including obtaining prior authorization for certain services, following a pre-approved treatment plan, or procedures for making referrals.

### **Urgent Care**

If you need urgent care, call your PCP to arrange where you will receive treatment. Examples of conditions requiring urgent care include, but are not limited to, fever, sore throat or an earache.

### **Emergency Care**

In an emergency, go to the nearest emergency facility, or call 911. Please refer to this Schedule of Benefits for your cost sharing amount. All follow-up care must be arranged by your PCP.

### **Referrals**

AllWays Health Partners requires referral for specialist services provided by in-network AllWays Health Partners Providers, except the following: Gynecologist or Obstetrician for routine, preventive or urgent care; Family Planning services; Outpatient and Diversionary Behavioral Health Services; Physical Therapy; Occupational Therapy; Speech Therapy; Routine Eye exam; and Emergency Services.

### **Utilization Review Program**

The Utilization Review standards AllWays Health Partners uses were created to assure our members consistently receive high quality, appropriate medical care. To determine coverage, specific criteria are used to make Utilization Review decisions. These criteria are developed by physicians and meet the standards of national accreditation organizations. As new treatments and technologies become available, we update our Utilization Review standards annually.

To make utilization decisions AllWays Health Partners conducts prospective, concurrent, and retrospective reviews of the health care services our members use.

***Initial Determination (Prospective Review or Prior Authorization)***

Determines in advance if a procedure or treatment either you or your doctor is requesting is both medically appropriate and medically necessary.

***Concurrent Review***

During the course of treatment, such as hospitalization, concurrent review monitors the progress of treatment and determines for how long it will be deemed medically necessary.

***Retrospective Review***

After care has been provided, AllWays Health Partners reviews treatment outcomes to ensure that the health care services provided to you met certain quality standards.

**Care Management**

When members have a severe or chronic illness or condition, they may qualify for Care Management. AllWays Health Partners' care managers work one-on-one with members and their providers to find the most appropriate and cost-effective ways to manage a condition. Together, a treatment plan that best meets the member's needs is developed with the goal of promoting patient education, self-care, and providing access to the right kinds of health care services and options.

To learn more about Utilization Review or Care Management at AllWays Health Partners, please refer to your AllWays Health Partners Member Handbook or call AllWays Health Partners Customer Service.

**Benefit Exclusions**

Services or supplies that AllWays Health Partners does not cover include: Acupuncture; Benefits from other sources; Chiropractic Care; Diet foods; Educational testing and evaluations; Massage therapy; Out-of-network providers; Non-emergency care when traveling outside the U.S.

Additional benefit exclusions apply, for a complete list please refer to your plan's Benefit Handbook.

**MASSACHUSETTS REQUIREMENT TO PURCHASE HEALTH INSURANCE:**

As of January 1, 2009, the Massachusetts Health Care Reform Law requires that Massachusetts residents, eighteen (18) years of age and older, must have health coverage that meets the Minimum Creditable Coverage standards set by the Commonwealth Health Insurance Connector, unless waived from the health insurance requirement based on affordability or individual hardship. For more information call the Connector at 1-877-MA-ENROLL or visit the Connector website ([www.mahealthconnector.org](http://www.mahealthconnector.org)).

This health plan meets Minimum Creditable Coverage standards that are effective January 1, 2021 as part of the Massachusetts Health Care Reform Law. If you purchase this plan, you will satisfy the statutory requirement that you have health insurance meeting these standards.

This disclosure is for minimum creditable coverage standards that are effective January 1, 2021. Because these standards may change, review your health plan material each year to determine whether your plan meets the latest standards.

If you have questions about this notice, you may contact the Division of Insurance by calling 617-521-7794 or visiting its website at [www.mass.gov/doi](http://www.mass.gov/doi).



**This plan is administered by AllWays Health Partners Insurance Company which processes claims for payment but does not assume financial risk for claims.**