

Group Plans

PPO Medical Plan Booklet



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IMPORTANT INFORMATION

Please be aware that the coverage made available hereunder may be prohibited or unadvisable in certain countries. GuideStone may be able to provide some general information or assistance in this regard, but GuideStone is not in a position to provide legal advice to employers or employees in such countries.

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Intended for GuideStone Participant Use Only

1. Your booklet

A. Introduction

Thank You for choosing this Plan from GuideStone Financial Resources of the Southern Baptist Convention (“GuideStone”). This document and the *Schedule of Benefits* constitute your Group PPO Plan (“Plan”). The GuideStone Plan is made available to eligible employers for their employees and retirees.

Some words and phrases in this booklet, such as “Plan,” have special meanings. We call these words and phrases “defined terms.” Usually, these defined terms are capitalized. The section entitled “Definitions” at the end of this booklet gives the meanings of these defined terms.

Other organizations help the Plan serve You:

- **Highmark Blue Cross Blue Shield® (Highmark)**, the Claims Administrator for the medical Plan, administers the payment of Claims, but has no liability for the funding of the benefit Plan.
- **Express Scripts Holding Company (Express Scripts)** and its affiliates, the Claims Administrator for Outpatient retail pharmacy and mail order Prescription Drugs, administers payment of Claims, but has no liability for the funding of the benefit plan.

This booklet tells You about Plan benefits effective January 1, 2014. Claims for medical Services or supplies You received before your current Plan effective date will be paid under the terms of the plan in which You were a member when the Claims were Incurred. Usually, a Claim is Incurred when a Covered Service and Supply is received by a Covered Person.

B. Important phone numbers

GuideStone Customer Relations:	1-888-98GUIDE (1-888-984-8433)
Highmark Blue Cross Blue Shield (Highmark):	1-866-472-0924
Blue Cross Blue Shield Provider Network:	1-800-810-BLUE (1-800-810-2583)
BlueCard Worldwide® (International Claims):	1-800-810-2583 with AT&T access code or collect 804-673-1177
Highmark Maternity Education and Support Program (Baby BluePrints®):	1-866-918-5267
Express Scripts Holding Company:	1-800-555-3432
Express Scripts Holding Company (International Claims):	1-800-497-4641 with AT&T access code or collect (614) 421-8292

C. Important websites

www.GuideStone.org
www.bcbs.com
www.highmarkbcbs.com
www.Express-Scripts.com

D. Your guide to good care

For more than 60 years, Highmark has helped make healthcare affordable for all kinds of people, from all walks of life. Highmark works with Blue Cross Blue Shield Plans throughout the country to ensure coverage includes Preferred Provider Organizations (PPO) in many areas.

1. Your Blue Cross Blue Shield PPO gives You freedom of choice. The PPO program does not require that You select a Primary Care Physician to receive a Covered Service and Supply. Instead, the program gives You access to a vast network of Physicians, Hospitals and other Professional Providers throughout the country. Your provider Network is your key to receiving the higher level of

benefits. The Network includes Primary Care Physicians, a wide range of Specialist Physicians, Hospitals and other Provider organizations.

Remember, if You want to enjoy the highest level of coverage, it is your responsibility to ensure that You receive Network Services. You may want to double-check any Provider to make sure the Physician or facility is in the PPO Network. You can call Highmark customer service at **1-866-472-0924**, Blue Cross Provider Network at **1-800-810-BLUE** (1-800-810-2583) or go to the Blue Cross Blue Shield website at www.bcbs.com.

2. Your PPO covers care throughout the country. If You are traveling and a Sickness or Injury occurs, You can call **1-800-810-BLUE** (1-800-810-2583) or go to www.bcbs.com to obtain the name of a PPO Provider in the area. If the Sickness or Injury is a true emergency, You should seek treatment from the nearest Hospital emergency room. If the treatment results in an admission, You have certain responsibilities under Medical Management & Policy (MM&P). See “Medical Management & Policy” for additional information.

If the Sickness or Injury is not an emergency and You receive care from an Out-of-Network Provider, benefits for Eligible Expenses will be provided at the lower Out-of-Network level.

3. The BlueCard Worldwide program assists with medical problems You may Incur while living or traveling outside the United States. Services include:

- Making referrals and appointments for You with nearby Physicians and Hospitals.
- Verbal translation from a multilingual service representative.
- Providing assistance if special help is needed.
- Making arrangements for medical evacuation Services.
- Processing Inpatient Hospital Claims.

For Outpatient or professional Services received abroad, You should pay the Provider, then complete an international Claim form and send it to the BlueCard Worldwide Service Center at the address on the form. Claim forms can be obtained by calling **1-800-810-BLUE** (1-800-810-2583) or the member service telephone number on your Medical Identification Card (Medical ID Card). Claim forms can also be downloaded from www.bcbs.com.

4. Your BlueCard Program provides specific provisions through the Blue Cross Blue Shield Association. When a participant obtains Covered Services through BlueCard outside the geographic area serviced by Highmark Blue Cross Blue Shield (Western Pennsylvania), the amount You pay for Covered Services is calculated on the lesser of:

- The billed charges for a patient’s Covered Service.
- The negotiated prices that the on-site Blue Cross and/or Blue Shield Plan (“Host Blue”) passes on to Highmark. Then, the amount You pay is still based on Plan provisions.

Reference “Appendix 2” in the back of the booklet for more information on the Blue Card Program “Inter-Plan Programs Provision.”

2. Level of Benefits

See the *Schedule of Benefits* for your chosen Plan for a description of benefits of the most common services covered under the plan. Your Plan offers two levels of benefits. If You receive Services from a Provider who is in the PPO Network, You will receive the highest level of benefits. If You receive Services from a Provider who is not in the PPO Network, You will receive the lower level of benefits. In either case, You coordinate your own care.

3. Who is eligible

A. Employee Coverage - coverage for employees and retirees

You are eligible for Employee Coverage under the Plan if You are not covered under any other group medical benefit plan offered by your Employer and You are either:

- An Eligible Employee.
- An Eligible Retiree.

You are an Eligible Employee if all of these things are true:

- You are an active, full-time employee (as defined by your Employer) earning wages from an Employer that offers Plan coverage to one or more Covered Classes of employees.
- You work at least the number of hours that your Employer requires to be considered a full-time employee, but not less than 20 hours a week.
- You have completed your Employer's waiting period (if any).
- You are in a Covered Class of employees to whom your Employer offers Plan coverage.

You are an Eligible Retiree if all of these things are true:

- You are a retiree who was working full-time (as defined by your Employer) when You retired from service.
- You were covered under that Employer's health plan when You retired.
- Your past Employer now offers Plan coverage to one or more Covered Classes of retirees.
- You are in a Covered Class of retirees to whom your past Employer offers Plan coverage.
- You are not eligible for Medicare.

Your Employer decides:

- If You are or were an active, full-time employee.
- If You are in a Covered Class of employees or retirees.

Covered Classes are groups of employees or retirees to whom your Employer offers Plan coverage. For example, your Employer may put employees into groups based on such things as job position, work hours per week, or other factors. Your Employer also may put retirees into groups based on such things as years of service, and other factors. Your Employer decides which groups of employees or retirees are Covered Classes under the Plan.

Your Employer may offer Plan coverage to some but not to all groups of employees or retirees. Also, some Employers who offer coverage to one or more groups of employees may not offer plan coverage to retirees.

If You work for or retire from more than one Employer that offers the Plan, You must choose through which Employer You want to have Employee Coverage. You can't have double Employee Coverage under the Plan.

B. Dependent Coverage

Many Employers offer Dependent Coverage. If You have Employee Coverage under the Plan, your dependent(s) may be eligible for Dependent Coverage. Ask your Employer if Dependent Coverage is available.

To get Dependent Coverage, one of these must be true:

- You have Employee Coverage under this Plan.
- You had Employee Coverage under this Plan but are now covered under one of GuideStone's plans for Medicare-eligible employees, retirees, and dependents.

Your Eligible Dependent(s) are:

- Your Spouse.
- Your Child under age 26.

- Your Child age 26 or over who is covered under the Plan and is incapacitated. All of these rules must be met:
 - Your Child must have a Developmental Disability or have a Physical Handicap and be incapable of earning a living.
 - Your Child must have been incapacitated when his or her Plan coverage would have ended because of age.
 - You must send GuideStone proof of incapacitation at least 31 days before your Child's Plan coverage is scheduled to end.
 - You must send additional proof whenever asked to show that your Child is still incapacitated under this provision.

“Your Child” means:

- Your or Your Spouse's natural (biological) Child.
- Your or Your Spouse's legally adopted Child or a Child placed in your home for adoption.
- Your or Your Spouse's stepchild or foster Child.
- Your or Your Spouse's grandchild who is dependent on you for support and maintenance.
- A Child for whom You or Your Spouse must provide healthcare by court order or order of a state agency authorized to issue National Medical Support Notices under federal law.
- A Child for whom You are the legal guardian or managing conservator.

C. If two covered employees want to cover the same dependent Child

Your Child can't be covered under the Plan as a dependent of two Covered Persons working for the same Employer. You and your Spouse may both work for the same Employer and both have Employee Coverage under the Plan, but You must decide which of You will carry the Child as a dependent. You also have to tell your Employer what You decide.

D. Exceptions - dependent not eligible

There are three exceptions to the rules for dependent eligibility. Your Spouse or Child is not an Eligible Dependent under this Plan if he or she:

- Is on active duty in the armed forces of any country.
- Already has Employee Coverage under this Plan through your Employer. (No one can have both Employee Coverage and Dependent Coverage under the Plan through the same Employer.)
- Is eligible for Medicare and Medicare pays benefits before this Plan. See “What happens if You are covered under Medicare or another government plan.”

E. Special rule if You are eligible for Medicare

You can't be covered under this Plan if both of these things are true:

- You are eligible for Medicare.
- Medicare pays benefits first. “What happens if You are covered under Medicare or another government plan” tells You when Medicare pays benefits before this Plan.

This special rule applies separately to You and your Eligible Dependents. So, even if You are not covered under this Plan because of this special Medicare rule, your Eligible Dependents can still be covered under this Plan. The reverse is also true.

If this special rule applies, You can switch to a special health plan offered to employees and dependents who are eligible for Medicare. Check with your Employer or call GuideStone at **1-888-98-GUIDE** (1-888-984-8433) for more information at least 31 days before You become eligible for Medicare benefits. **Do not wait. If this rule applies, your coverage will end the first day of the month in which You first become eligible for Medicare.**

4. When coverage begins

A. Enrolling yourself

It is important for You to enroll early. To enroll for Employee Coverage, You must:

- Be eligible for coverage.
- Give your Employer a signed *Enrollment Form* within 31 days after You first become eligible.
- Pay any required costs of coverage.

If You meet the above requirements, You will be covered on your date of hire or after any waiting period your Employer requires. If You enroll after the 31-day period, You will be a late enrollee. This means that your coverage will be delayed. You may also have to meet other requirements before You can become covered under the Plan as a late enrollee.

B. Enrolling your dependents

Enroll your dependents when You enroll. Most Employers offer Dependent Coverage to their employees. If your Employer offers this coverage, this is what You must do to enroll your Eligible Dependents:

- Enroll yourself for Employee Coverage.
- Give your Employer a signed *Enrollment Form* within 31 days after You first become eligible that lists your Eligible Dependents.
- Pay any required costs of coverage.

If You meet the above requirements, your Dependent Coverage will begin when your Employee Coverage begins. Any Eligible Dependents You do not enroll when You enroll yourself for Employee Coverage may be late enrollees. This means that their coverage will be delayed. They may also have to meet other requirements before they can become covered under the Plan as late enrollees.

C. Late enrollees

These late enrollee rules apply in the same way to You and your Eligible Dependents.

You will be a late enrollee if You or your dependents:

- Do not enroll when You first become eligible.
- Do not meet one of the special enrollment requirements described below.

For late enrollees:

- Coverage will not begin until January 1 following the date You enroll.

D. Special enrollment requirements

If your family status changes, You can enroll yourself, your Spouse and any other Eligible Dependents in the Plan as special enrollees if any one of these qualifying events happens:

- Marriage.
- Birth of a newborn.
- Adoption or placement of a Child in your home for adoption.
- Death
- Divorce

If any one of these events happens, You must enroll your Eligible Dependents promptly.

To do so, You must:

- Enroll them within 60 days after the event.
- Pay any required costs of coverage.

If You meet the above requirements, the Plan will cover You and the Eligible Dependents You enroll from the date of the marriage, birth, adoption or placement in the home for adoption, death, or divorce. If You do not do these things at the right time, You or your dependents may be late enrollees.

If You lose coverage under another health plan, You can enroll after the initial 60-day period if You have been covered under either:

- COBRA Continuation Coverage, but the continuation period ended.
- Other group healthcare coverage that ended either because the Employer stopped making contributions or because eligibility ended due to age, legal separation, divorce, death, termination of employment or reduction in your work hours.

But You can enroll only if:

- Your prior group healthcare coverage was not terminated for cause (such as making a fraudulent claim or an intentional misrepresentation) or for late payment.
- You give your Employer a completed *Enrollment Form* no later than 60 days after the other health coverage ended.

If You meet all of these rules, your Plan coverage will begin on the first day after the other coverage ends. You may also enroll your Eligible Dependents under these special enrollment requirements, if they had other group health coverage and meet all of the other rules.

Dropping dependents from coverage

You can drop a dependent from your coverage at any time. You must tell your Employer promptly about the change.

E. Making enrollment changes

Report all enrollment changes promptly so You and your Eligible Dependents become covered as soon as possible. Also, a change in coverage could make your costs of coverage to the Plan higher or lower. If You do not report a change promptly, You may pay higher costs of coverage than necessary. The Plan will not refund these excess payments. Your Employer has the forms You need to complete to enroll or to make any changes in coverage.

F. Transfer from another GuideStone plan

You may transfer from any GuideStone sponsored medical plan if the following applies:

- You choose among eligible medical plan options during an annual enrollment period or a qualifying event occurs.

5. When coverage ends

A. End of Employee Coverage

Your Employee Coverage will end if any one of these things happens:

- You no longer work as an active, full-time employee for an Employer that offers Plan coverage.
- You retire and your Employer does not offer Plan coverage to its retirees.
- GuideStone or your Employer stops offering the Plan.
- Required costs of coverage are not paid when due. Your Employee Coverage will not end just because You do not pay costs of coverage for Dependent Coverage.
- You are eligible for Medicare and Medicare pays first before this Plan pays. See “What happens if You are covered under Medicare or another government plan.”

Your Employer may offer Continuation Coverage if You retire, stop working or if your hours are reduced. If You are no longer an active full-time employee, check with your Employer at once to find out if You can continue your Plan coverage.

B. End of Dependent Coverage

Your dependents will lose coverage if any one of these things happens:

- You lose your Employee Coverage for any reason except that You became eligible for Medicare coverage.
- Your Spouse or Child is no longer an Eligible Dependent.
- GuideStone stops offering the Plan.
- Your Employer stops offering Dependent Coverage.
- Required costs of coverage are not paid when due.
- Your Spouse or Child becomes eligible for Medicare and Medicare pays first. See “What happens if You are covered under Medicare or another government plan.”

Some Employers may offer Continuation Coverage to your Covered Dependents after their coverage would otherwise end. If your dependents lose coverage for any reason, call your Employer at once to find out if they can continue coverage.

C. Important Notice Requirement

You must report changes to coverage eligibility for You and Your covered dependents immediately. Failure to report could be interpreted as fraud or intentional misrepresentation as provided by the federal healthcare reform law known as the Patient Protection and Affordable Care Act (“PPACA”). GuideStone has adopted policies and procedures incorporating PPACA guidance. You may make unnecessary contribution payments that may not be refundable in accordance with those policies and procedures, and your coverage may be subject to Rescission.

D. Continued coverage for Covered Dependents after your death

If You die while covered under the Plan, your Covered Dependents may continue their Plan coverage. This continued coverage will end when any one of these things happens:

- Your dependent is no longer an Eligible Dependent.
- Your dependent becomes eligible for benefits under any other group medical plan.
- The Plan stops offering Dependent Coverage.
- GuideStone or your Employer stops offering group medical plans.
- Required costs of coverage are not paid when due.
- Your Spouse or Child becomes covered under Medicare and Medicare pays first. See What happens if You are covered under Medicare or another government plan.

E. Additional Continuation Coverage for You and your Covered Dependents

Some Employers allow You and your Covered Dependents to continue Plan coverage after it would otherwise end. This applies only if your Employer does both of these things:

- Elects to offer this Continuation Coverage.
- Continues to offer Plan coverage to its employees.

There are two different options for Continuation Coverage which may be offered under the Plan:

- **For employees of Southern Baptist Employers:** If You have left Southern Baptist denominational work and are actively seeking another full-time position with another Southern Baptist entity, You and your Covered Dependents may continue coverage for up to 12 months.
- **For employees of all Employers:** Continuation Coverage may be available for You only, You and your Covered Dependents, or your Covered Dependent Child who is no longer an Eligible Dependent. The maximum length of Continuation Coverage is:"
 - 18 months for You and your Covered Dependents if the loss of Plan coverage is because You either lost your job or You work fewer hours than the hours required for active, full-time employment by your Employer.

- 36 months for your Spouse or Covered Dependent Child if the loss of Plan coverage is due to You and your Spouse's divorce or legal separation, or your Covered Dependent Child is no longer an Eligible Dependent.

Enrollment for Continuation Coverage. If You want this Continuation Coverage, You or your Covered Dependents must:

- Get an application and other information about this coverage from your Employer.
- Apply for Continuation Coverage within 60 days after the date Plan coverage would otherwise end.

Adding Eligible Dependents to your Continuation Coverage. You may add a newborn or an adopted Child to your Continuation Coverage within 60 days after birth, adoption or placement in your home for adoption. Also, if You get married, You may add your new Spouse and any new Eligible Dependents to your Continuation Coverage within 60 days after your marriage.

You must act promptly. If You do not, You and your dependents will not be eligible for this Continuation Coverage.

Charges for Continuation Coverage. The monthly charge for Continuation Coverage will be up to 102% of the full cost of each Covered Person's Plan coverage. Your Employer is responsible for collecting monthly charges and sending them to GuideStone. **You must pay these costs of coverage when due, or your Continuation Coverage will end.**

Early termination of Continuation Coverage. Continuation Coverage will end sooner than the 12, 18 or 36 months if:

- Costs of coverage are not paid when due.
- The Covered Person becomes covered under other group medical coverage, either as an employee or dependent.
- The Covered Person becomes eligible for Medicare.
- GuideStone stops offering the Plan.
- Your Employer stops offering the Plan.

F. Family and medical leave

If your Employer has 50 or more employees, You may be covered under a special federal law called the Family and Medical Leave Act of 1993 (FMLA) or similar state laws. FMLA may let You take unpaid leave:

- For childbirth or adoption.
- To take care of a seriously ill family member.
- For your own serious illness.

If the FMLA applies to your Employer, your Plan coverage can continue if You take leave for one of these reasons. If You need to take family or medical leave, ask your Employer for more information about the FMLA and what You need to do to continue your coverage. Your Employer is responsible for complying with FMLA and similar state laws.

G. Military leave

If You have to leave your employment because You are serving in the military, You have special rights under the federal Uniformed Services Employment and Reemployment Rights Act (USERRA).

Under this law:

- You are entitled to continue coverage under the Plan (for both You and your Covered Dependents) for up to 24 months after your military leave begins.
- If your leave lasts more than 31 days, You may have to pay up to 102% of the total amount of both employee and Employer portions of the costs of coverage.
- If your leave is 31 days or less, You will only have to pay the same amount as You would have paid for your regular Plan coverage if You were not on military leave.
- If You were covered under the Plan when your military leave began, You may get immediate Plan coverage when You return to your prior Employer. Ask your Employer, the Department of Labor or the Department of Defense if You have any questions about your rights under USERRA.

H. How to obtain a *Certificate of Creditable Coverage*

Certificates of Creditable Coverage are written documents provided by this Plan to show the type of coverage a person had (e.g., employee only, employee plus Spouse, etc.) and how long the coverage lasted. Under federal law, most group health plans must provide these certificates automatically when a person's coverage terminates. However, if a plan does not give You a certificate, You have the right to request one. Certificates apply both to Plan members and to Eligible Dependents.

This Plan will automatically give You a certificate after You lose coverage under the Plan. One will also be provided for your dependents when we have reason to know that your dependents are no longer covered.

In addition, the Plan will provide a certificate for You (or your dependents) upon request if You make the request within two years (24 months) after your coverage terminates. Contact GuideStone Customer Relations at **1-888-98-GUIDE** (1-888-984-8433) to request a *Certificate of Creditable Coverage*.

6. Medical Benefits

See the separate *Schedule of Benefits* for your medical Plan.

7. Covered Services and Supplies

A. Overview

The Plan generally pays Eligible Expenses for Covered Services and Supplies.

The Plan does not cover any Service or supply not considered Medically Necessary and Appropriate. The fact that a Physician recommends or approves a Service or supply does not mean that it is Medically Necessary and Appropriate under the Plan's guidelines.

You must get Pre-authorization from Medical Management & Policy (MM&P) to receive the maximum benefits under the Plan. See "Medical Management & Policy" for more details.

Covered Services and Supplies will also include MM&P by the Claims Administrator to utilize a more cost effective Generally Accepted form of Medically Necessary and Appropriate care when compared to use of covered expenses contained in this Plan.

B. Covered Services and Supplies

Here is a list of some Covered Services and Supplies. "You" in the following description of Services and supplies means You and your Covered Dependents.

Allergy Treatment. Allergy treatment when prescribed by a Physician.

Ambulance Transportation. A facility licensed by the state which, for compensation from its patients, provides local transportation by means of a specially designed and equipped vehicle used only for transporting the Sick and Injured.

Ambulatory Services. Treatment or Service provided at an Ambulatory Surgical Facility.

Anesthetics. Anesthetics and their administration.

Artificial Limbs and Body Parts. Purchase and replacement of artificial limbs, larynx and eyes.

Autism Spectrum Disorder Therapy, limitations:

- Applied behavior analysis a for dependent child through age 16.
- Limit of 50 Speech Therapy Visits per Benefit Period for dependent child under age six.
- Limit of 50 Occupational Therapy Visits per Benefit Period for dependent child through age 16.

- Limit of 50 Physical Therapy Visits (combined) per Benefit Period for dependent child through age 16.

Birth Facility. Treatment or Service provided at a Birthing Facility.

Blood. Blood and blood plasma and storage and administration of the blood.

BlueCard Worldwide Program. Assists with medical problems You may Incur while living or traveling outside the United States. Services include:

- Making referrals and appointments for You with nearby Physicians and Hospitals.
- Verbal translation from a multilingual service representative.
- Providing assistance if special help is needed.
- Making arrangements for medical evacuation Services.
- Processing Inpatient Hospital Claims.

For Outpatient or professional Services received abroad, You should pay the Provider, then complete an *International Claim Form* and send it to the BlueCard Worldwide Service Center. Claim forms can be obtained by calling **1-800-810-BLUE** (1-800-810-2583) or the member service telephone number on your Medical Identification Card (Medical ID Card). Claim forms can also be downloaded from www.bcbs.com

Cardiac Rehabilitation. Cardiac rehabilitation Services only if provided both:

- Under a Physician's supervision.
- In connection with a myocardial infarction, coronary occlusion or coronary bypass surgery.

Chemotherapy. The treatment of malignant disease by chemical or biological antineoplastic agents, including materials and technician Services.

Chiropractic Treatment. Charges related to the adjustment and manipulation of the spinal column and associated nervous system, X-ray lab and modalities, whether provided by a licensed Chiropractor or other Physician. The Plan covers 20 Visits in a Benefit Period.

Contraceptives. See "Outpatient Prescription Drug program" for coverage of certain oral contraceptives. Non-oral contraceptives that are non-abortive in nature are covered under the medical portion of the Plan.

Cosmetic Procedures and Services. Cosmetic procedures and Services, but only to:

- Correct the result of an accidental Injury.
- Treat congenital birth defects.
- Treat any condition that impairs bodily functions.

Reconstruct a breast after a mastectomy performed for the treatment of a Sickness.**Dental Services.** Services and supplies for any of these:

- Excision of teeth that are not completely erupted.
- Surgical extraction of erupted or non-erupted teeth.
- Excision of a tooth root without removing the entire tooth but not including root canal therapy.
- Other incision or excision procedures on the gums and tissues of the mouth when not performed in connection with tooth repair or removal. This does not include cleaning, root scaling, planing or other scraping procedures.
- Treatment or removal of a malignant tumor.
- Outpatient facility charges and Anesthesia, provided the dental Service is covered under the Plan and is Medically Necessary and Appropriate.
- Accidental Injury to your jaws, sound natural teeth, mouth or face. The Plan covers only those expenses Incurred within 12 months of the Accident. It is not considered an accidental Injury if You chew or bite an object or substance that You place in your own mouth. It does not matter whether You knew at the time that the object or substance could cause an Injury if chewed or bitten.

Diagnostic Services. Procedures ordered by a Professional Provider because of specific symptoms to determine a definite condition or disease.

Dialysis Treatments. The treatment of acute renal failure or chronic irreversible renal insufficiency for removal of waste materials for the body through hemodialysis or peritoneal dialysis. Dialysis treatment includes home dialysis.

Drug Abuse. See Mental Illness and Alcohol/ Drug Abuse treatment.

Durable Medical Equipment. The rental or, at the option of the Claims Administrator, the purchase, adjustment, repairs and replacement of Durable Medical Equipment for therapeutic use when prescribed by a Professional Provider. Rental costs cannot exceed the total cost of purchase.

Emergency Accident Services. The initial treatment of bodily Injuries resulting from an Accident.

Emergency Care. With respect to an Emergency Medical Condition:

- A medical screening examination from the emergency department of a Hospital and ancillary services routinely available to the emergency department to evaluate such Emergency Medical Condition, and
- Any further medical examination and treatment necessary to stabilize the patient. For this purpose, “to stabilize” means to provide such medical treatment of the Emergency Medical Condition as may be reasonably necessary to assure that no material deterioration of the condition is likely to result from or occur during the discharge or other transfer of the patient from the Hospital.

Emergency transportation and related emergency Services provided by a licensed Ambulance Service shall constitute Emergency Care. Emergency Care shall not include treatment for an occupational Injury for which benefits are provided under any Workers’ Compensation Law or any similar Occupational Disease Law.

Emergency Medical Condition. A medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) so that it could reasonably be expected that the absence of immediate medical attention would:

- Place the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy.
- Cause serious impairment to bodily functions.
- Cause serious and permanent dysfunction of any bodily organ or part.

Emergency Medical Evacuation Coordination. This Service is provided to You and Your Covered Dependents when outside of the United States. When a member is already receiving care, the BlueCard Worldwide medical assistance partner will determine whether the current facility has the resources to provide the appropriate level of care. This benefit may be utilized when in the professional opinion of the medical assistance partner, a clear and significant risk of death or imminent serious injury or harm to You or Your Eligible Dependents exists. In instances where the medical assistance partner determines that medical evacuation is appropriate, the medical assistance partner will contact the member’s Blue Cross and Blue Shield Plan and recommend that the member be moved to the nearest facility (identified by the medical assistance partner) that can provide the level of care necessary. The medical assistance partner will arrange for transportation to the recommended facility. Travel expenses will only be covered if determined medically necessary and coordinated by the medical assistance partner. See also “Repatriation for medical coordination” in this section.

Emergency Room Services. Treatment or Service provided through the emergency room of a Hospital. This includes facility charges, emergency room Physician and other Provider charges associated with treatment or Services.

Habilitative Services. Services that help a person gain, keep, or improve skills for daily living. Some examples include physical and occupational therapy, speech therapy, and other needed Services.

Hearing Exams. Treatment from an Audiologist if You suffer from a hearing loss or impairment. This includes examinations to decide if You need a hearing aid or a hearing aid adjustment. The Plan does not cover:

- Hearing aids, hearing aid batteries or tests to evaluate hearing aids.
- Hearing examinations required as a condition of employment.
- Any Services or supplies that a school system legally must provide.
- Special education needed because of hearing loss or impairment. This includes sign language lessons.

Home Healthcare Services and Supplies. Covered Services and Supplies will include charges by a Home Health Care Agency for:

- Part-time or intermittent home nursing care by or under the supervision of a licensed Registered Nurse (R.N.).

- Part-time or intermittent home care by a home health aide.
- Physical, Occupational, Speech or Respiratory Therapy.
- Intermittent Services of a registered dietician or social worker.
- Part-time or intermittent home care by any other individual of the home healthcare team.
- Drugs and medicines which require a Physician's prescription, as well as other supplies prescribed by the attending Physician.
- Laboratory Services but only to the extent that such Services and supplies are provided under the terms of a home healthcare plan.

These Covered Services and Supplies are subject to all provisions of the Plan that would apply to any other medical treatment or Service.

Home healthcare Services must be rendered in accordance with a prescribed home healthcare plan. The home healthcare plan must be:

- Established prior to the initiation of the home healthcare Services and,
- Required as a result of a Sickness or Injury.

The general Plan exclusions and maximums listed in this booklet will apply to home healthcare. In addition, Covered Services and Supplies will not include charges for:

- Services or supplies not included in the home healthcare plan.
- More than 120 Visits in a Benefit Period. For a home health aide, up to four hours of continuous Service will be counted as one Visit. A Visit by any other covered Provider equals one Visit regardless of the length of the Visit.
- The Services of any person who normally lives in your or your dependent's home.
- Custodial Care.
- Transportation Services.

Hospice Care. Covered Services and Supplies will include charges for Hospice Care Services provided by a Hospice, Hospice Care team, Hospital, Home Health Care Agency or Skilled Nursing Facility for:

- Any Sickness or Injury that, in the opinion of the attending Physician, the dying individual has no reasonable prospect of cure and is expected to live no longer than six months.
- The family (You and your dependents) of any such individual but only to the extent that such Hospice Care Services are provided under the terms of a Hospice Care program and are billed through the Hospice that manages that program.

Hospice Care consists of:

- Inpatient and Outpatient care, home care, nursing care, counseling and other supportive Services and supplies provided to meet the physical, psychological, spiritual and social needs of the dying individual.
- Drugs and medicines (requiring a Physician's prescription) and other supplies prescribed for the dying individual by any Physician who is a part of the Hospice Care team.
- Instructions for care of the patient, counseling and other supportive Services for the family of the dying individual.

The general Plan exclusions listed in this booklet will apply to Hospice Care. In addition, Covered Services and Supplies will not include Hospice Care charges that:

- Are for Hospice Care Services not approved by the attending Physician.
- Are for transportation Services.
- Are for Custodial Care.
- Are for Hospice Care Services provided at a time other than during an episode of Hospice Care.

Hospital Expenses. Room and board in a semi-private Hospital room and all other supplies and non-professional Services a Hospital provides for medical care (but not more than the Hospital Room Maximum for each day of confinement in a private room). You must get Pre-authorization before You have a Hospital Inpatient Stay. See "Medical Management & Policy" for more details.

Infusion Therapy. Treatment performed by a Facility Provider.

Laboratory Tests. Laboratory tests ordered by a Physician.

Maternity Care. The Plan covers maternity care and treatment as it would any other Sickness. If the mother is a Covered Person under the Plan, the Plan covers the Hospital Inpatient Stays for childbirth:

- **Normal vaginal delivery.** The Plan covers a Hospital Inpatient Stay of at least 48 hours following childbirth for both the mother and the newborn.
- **Caesarean section.** The Plan covers a Hospital Inpatient Stay of at least 96 hours following childbirth for both the mother and the newborn.

For either type of delivery, the mother and her attending Physician can both agree to a shorter stay. You do not need to ask for a Hospital Admission Review if your stay is within these limits. But You must obtain Pre-authorization for any stay past these limits. See “Medical Management & Policy” for more details.

Highmark provides a voluntary Maternity Education and Support Program, **Baby BluePrints**[®], available at no cost to You during your pregnancy. For additional information about the program contact Highmark at **1-866-918-5267** or by accessing their website at www.highmarkbcbs.com.

Medical Supplies. Some medical supplies ordered by a Physician. Some examples are: surgical dressings, heart pacemakers, casts, splints, trusses, braces, crutches, insulin pumps and oxygen.

Mental Illness and Alcohol/Drug Abuse Treatment. Outpatient and Inpatient treatment for Mental Illness and Alcohol/Drug Abuse. Before receiving Inpatient treatment You must obtain Pre-authorization. See “Medical Management & Policy” for more details.

Newborn Baby Care. The Plan covers the care for a newborn who is an Eligible Dependent even if the newborn is not a Covered Dependent during the first 31 days of life. See special enrollment requirements in “When coverage begins.”

Nursing Services. The Plan covers the Services of a Licensed Practical Nurse or a graduate Registered Nurse, but only when such Services are provided during confinement in a Hospital or Skilled Nursing Facility, or when such Services are provided as a part of home healthcare or Hospice Care.

Occupational Therapy. Treatment by a Professional Occupational Therapist that is ordered by a Physician.

Physical Therapy. Treatment by a Professional Physical Therapist that is ordered by a Physician.

Physician Service. A Physician’s Service for diagnosis, Medical Care, Surgery, and Physician Visits.

Physician Visit. A face-to-face meeting between a Physician or Physician’s staff and a patient for the purpose of Medical Care or Service.

Prescription Drugs. Drugs and medicines prescribed by a Physician if they are dispensed and administered in a Physician’s office, a Hospital or another medical care facility. Drugs and medicines prescribed for You under other circumstances may be covered under the “Outpatient Prescription Drug program.”

Radiation Therapy. The treatment with X-ray, gamma ray accelerated particles, mesons, neutrons, radium, or radioactive isotopes. The materials and Services of technicians are included. High dose levels of radiation requiring stem cell rescue **are not** covered, except for some transplants.

Repatriation for Medical Coordination. This Service is provided to You and your Covered Dependents when outside of the United States. The BlueCard Worldwide medical assistance partner may determine that the needed treatment will be extensive and it is appropriate and cost-effective to have the member near family and friends. In these cases, the medical assistance partner will contact the member’s Blue Cross and Blue Shield Plan and recommend that the member be repatriated. The partner will arrange for the transportation and alert the local hospital of the impending patient move and the level of care needed.

Repatriation of Remains. This Service is provided to You and your Covered Dependents when outside of the United States. The BlueCard Worldwide arranges for repatriation of remains when a member passes away while out of the U.S. Arrangements include moving the body from the foreign country back to the selected funeral home in the United States. The laws and customs of the country will be taken into consideration.

Respiration Therapy. The introduction of dry or moist gases into the lungs for treatment purposes.

Skilled Nursing/Rehabilitation Facility. Covered Services and Supplies will include charges by a Skilled Nursing/Rehabilitation Facility for room, board and other Services required for treatment, provided the confinement:

- Is certified by a Physician as necessary for recovery from a Sickness or Injury.
- Requires Skilled Nursing/Rehabilitation Services.

Covered Services and Supplies will not include:

- Charges for more than 120 days for all Skilled Nursing/Rehabilitation Facility confinements that result from the same or a related Sickness or Injury.
- Charges incurred for a Skilled Nursing/Rehabilitation Facility confinement after the date the attending Physician stops treatment or withdraws certification.

Before receiving Inpatient treatment You must obtain Pre-authorization. See “Medical Management & Policy” for more details.

Speech Therapy. Treatment by a qualified Speech-Language Pathologist that is ordered by a Physician. This Plan does not cover Speech Therapy related to developmental delay, education problems, training problems, or learning disorders except for treatment of Autism Spectrum Disorder as defined in the *Schedule of Benefits*. See “Plan exclusions” for limits and details.

Sterilization Procedures. Coverage of surgical procedures for any reproductive sterilization procedure but will not cover expenses Incurred for the reversal or attempted reversal of these procedures.

Surgical Procedures. Physician Service for surgical procedures such as:

- The performance of generally accepted operative and cutting procedures including specialized instrumentations, endoscopic examinations and other procedures.
- The correction of fractures and dislocations.
- Usual and related pre-operative and post-operative care.

Benefits will be payable for the Services of an assistant to a surgeon if such Services are determined by the Claims Administrator to be Medically Necessary and Appropriate. An assistant to a surgeon is considered to be Medically Necessary and Appropriate if the skill level of an M.D. or D.O. would be required to assist the primary surgeon.

For more information, You or your Physician should contact the Claims Administrator.

TMJ. Diagnostic Services and Surgery relating to the treatment of temporomandibular joint disorders. The Plan does not cover splinting or orthodontia treatment for TMJ.

Transplant Services. These are Covered Services and Supplies incurred in connection with the covered transplants listed below that are Medically Necessary and Appropriate and not considered Experimental or Investigational in nature. The following benefits will be payable for treatment or Service for transplant Services. These benefits will be payable instead of any other benefits described in this booklet, unless otherwise indicated below.

You or your Eligible Dependent will be eligible to receive the following human-to-human organ or bone marrow transplant procedures (including charges for organ or tissue procurement) when it is Medically Necessary and Appropriate (which is Generally Accepted treatment and not considered Experimental or Investigational in nature at the time the required predetermination of benefits for the transplant is completed). The transplant procedures will be subject to all limitations and maximums described in this section.

Heart	Kidney
Heart/Lung (simultaneous)	Pancreas
Lung	Bone marrow transplant/Peripheral stem cell infusion (when a positive response to standard medical treatment or chemotherapy has been documented)
Kidney/Pancreas (simultaneous)	
Liver	

Cornea and skin transplants are covered under the normal provisions listed in “Medical benefits,” and are not subject to any conditions set forth in this section.

Transplant Covered Services and Supplies will include all Services listed in “Covered Services and Supplies,” including, but not limited to, Services by a Home Health Care Agency, Skilled Nursing Facility or Hospice. Covered Services and Supplies will also include charges Incurred by the organ donor for a covered transplant if the charges are not covered by any other medical expense coverage.

For transplant Services provided by Blue Distinction Centers for Transplant Providers, benefits payable for treatment or Service received each Benefit Period will be 100% of Covered Services and Supplies.

If transplant related Services are provided, travel and lodging expenses for the patient and a travel companion will be covered. This would include Ambulance Services that would otherwise be excluded under the Ambulance benefit. Benefits payable cannot be used to satisfy any Deductible amount under the normal provisions provided in “Medical benefits.” Travel and lodging benefits will be payable at 100% without application of any Deductible amount, up to a maximum benefit of \$10,000 for each approved transplant for Services Incurred prior to the transplant and within 12 months after transplant has been performed.

The general Plan exclusions listed in this booklet will apply to transplant Services. In addition, benefits will not be payable for:

- Cryopreservation and storage.
- If the transplant is not a covered transplant under this Plan, all charges related to the transplant will be excluded from payment under this Plan, including, but not limited to, dose-intensive chemotherapy.
- Animal-to-human organ transplants.
- Implantation within the human body of artificial or mechanical devices designed to replace human organ(s).

Limitations specific to home healthcare, Skilled Nursing/Rehabilitation Facility confinement and Hospice Care provisions will apply to transplant Services if those benefits are used in connection with a covered transplant.

For each transplant episode, Covered Services and Supplies will be limited to transplant evaluations from no more than two transplant Providers.

Urgent Care. Benefits will be determined according to the *Schedule of Benefits* for the level of Service provided.

Vision Benefit. Includes one annual eye exam per Benefit Period, including eye health examination, dilation, refraction for contact or glasses performed by an optometrist or ophthalmologist.

Wellness Benefit. A *Preventive Health Schedule* which includes Services, without cost sharing, for children and adults based on recommendations by the U.S. Preventive Services Task Force, the Advisory Commission on Immunization Practices of the Centers for Disease Control, and the Health Resources and Services Administration.

The general *Preventive Health Schedule* summary located at <http://www.guidestone.org/HighmarkPreventive> is not a complete list of the *Preventive Health Schedule* provided under your Plan. To determine if a specific procedure is covered under the Wellness Benefit, call Highmark at **1-866-472-0924**. The Wellness Benefit applies only to charges Incurred when You have Services provided through a Preferred Provider Organization.

8. Medical Management & Policy

For your benefits to be paid under this Plan, at either the Network or Out-of-Network level, Services and supplies must be considered “Medically Necessary and Appropriate.”

Medical Management & Policy (MM&P), a division of Highmark, is responsible for ensuring that quality care is delivered to You within the appropriate setting.

A. Hospital Admission Review

You are responsible for notifying MM&P of your admission. However, some facility providers will contact MM&P and obtain Pre-authorization of the inpatient admission on your behalf. Be sure to verify with MM&P that your provider is contacting MM&P for Pre-authorization. If not, You are responsible for contacting MM&P.

You should call 7 to 10 days prior to your planned admission. For emergency admissions, call MM&P within 48 hours of the admission, or as soon as reasonably possible. You can contact MM&P via the toll-free Member Service telephone number located on the back of your ID card.

An MM&P nurse will review your request for an inpatient admission to ensure it is appropriate for the treatment of the your condition, illness, disease or injury, in accordance with standards of good medical practice, and the most appropriate supply of level of service that can safely be provided to You. When applied to hospitalization, this further means that You require acute care as an inpatient due to the nature of the services rendered for your condition and You cannot receive safe or adequate care as an outpatient.

If You do not notify MM&P of your admission to a facility provider, MM&P may review your care after services are received to determine if it was medically necessary and appropriate. **If your admission is determined not to be Medically Necessary and Appropriate, You will be solely responsible for all costs not covered by your program.**

See “Appendix 1” for Claim and Appeal Procedure

B. Penalty for failure to obtain a Hospital Admission Review

Eligible Expenses for Hospital Inpatient Stay Charges will be reduced by 20% unless a Hospital Admission Review is requested from the MM&P administrator by You, a dependent or a designated patient representative as soon as a Hospital Inpatient Stay is scheduled but no later than the first day of a Hospital Inpatient Stay for other than Emergency Care and for Emergency Care within 48 hours of a Hospital Inpatient Stay. If a Hospital Admission Review is not requested in a timely manner as specified above, the 20% reduction will be applied to all Hospital Inpatient Stay charges but only to the charges incurred up to the date a Hospital Admission Review is obtained. Benefits will be payable only for that part of the Hospital Inpatient Stay charges the MM&P administrator determines to be Medically Necessary and Appropriate. The 20% reduction is a penalty for failure to comply with any of the MM&P requirements. The reduction will not count toward satisfaction of the Maximum Out-of-Pocket or Co-insurance Maximum described in this Plan.

C. Care Utilization Review Process

In order to assess whether care is provided in the appropriate setting, MM&P administers a care utilization review program comprised of prospective, concurrent and/or retrospective reviews. In addition, MM&P assists hospitals with discharge planning. These activities are conducted by an MM&P nurse working with a physician advisor.

Pre-authorization may be required to determine the medical necessity and appropriateness of certain procedures or covered services as determined by Highmark. Network providers in the Highmark Blue Shield service area and the Plan Service area are responsible for the Pre-authorization of such procedures or covered services and You will be held harmless whenever authorization for such procedures or covered services is not obtained. If the procedure or covered service is deemed not to be medically necessary and appropriate, You will be held harmless, except when Highmark provides prior written notice to You that charges for the procedure or covered service will not be covered. In such case, You will be financially responsible for such procedure or covered service.

D. Prospective Review

Prospective review, also known as Pre-authorization or pre-service review, begins upon receipt of treatment information.

After receiving the request for care, MM&P:

- Verifies your eligibility for coverage and availability of benefits;
- Reviews diagnosis and plan of treatment;
- Assesses whether care is medically necessary and appropriate;
- Authorizes care and assigns an appropriate length of stay for inpatient admissions

E. Concurrent Review

Concurrent review may occur during the course of ongoing treatment and is used to assess the medical necessity and appropriateness of the length of stay and level of care.

- Reviews the progress and ongoing treatment plan with the facility staff.
- Decides, when necessary, to either: extend the care, discuss an alternative level of care or refer to the Physician advisor for a decision.

F. Retrospective Review

Retrospective review may occur when a service or procedure has been rendered without the required Pre-authorization.

G. Discharge planning

Discharge planning is a process that begins prior to your scheduled hospital admission. Working with You, your family, your attending physician(s) and hospital staff, MM&P will help plan for and coordinate your discharge to assure that You receive safe and uninterrupted care when needed at the time of discharge.

In planning for discharge, MM&P assesses the patient's:

- Level of function pre- and post-admission.
- Ability to perform self-care.
- Primary caregiver and support system.
- Living arrangements pre- and post-admission.
- Obstacles to care.
- Need for referral to case management or condition management.
- Availability of benefits or need for benefit adjustments.
- Psychological needs.

H. Case management Services

Case management is a voluntary program in which a case manager, with input from You and your health care providers, assists when You are facing and/or recovering from a hospital admission, dealing with multiple medical problems or facing catastrophic needs. Highmark case managers can provide educational support, assist in coordinating needed health care services, put You in touch with community resources, assist in addressing obstacles to your recovery such as benefit and caregiver issues and answer your questions.

Highmark case managers are a free resource to all Highmark members. If You have an inpatient hospital admission, You may be contacted as part of our Outreach program. If your claims history indicates that your needs appear to be more complex, You may be contacted by a case manager from our Complex program. In either case, You are always free to call and request case management if You feel You need it by contacting Member Services at the telephone number listed on the back of your ID card.

Should You or an Eligible Dependent experience a serious Injury or Sickness, the case management program may be able to provide assistance.

If accepted into the program, and with your permission, the program will:

- Work collaboratively with You, family members and Providers to coordinate and implement a plan of care which meets the patient's needs.
- Identify community-based support and educational Services to assist with ongoing healthcare needs.
- Assist in the coordination of benefits and alternative resources.

I. Authorized representatives

You have the right to designate an authorized representative to file or pursue a request for Pre-authorization or other Pre-service Claim on your behalf. Procedures adopted by Highmark will, in the case of an Urgent Care Claim review, permit a Physician or other professional healthcare Provider with knowledge of your medical condition to act as your authorized representative.

9. Member services

Good healthcare is more than just Physician Visits. It's also the Service that supports your care. Whether it's for help with a Claim or a question about your benefits, You can call the toll-free member service number, **1-866-472-0924** or log onto the Highmark website, www.highmarkbcbs.com. A Highmark member service representative will help You with any coverage inquiry. Representatives are trained to answer your questions quickly, politely and accurately.

A. Highmark website

Highmark Blue Cross Blue Shield wants to help You have a greater hand in your health. Visit the Highmark website at www.highmarkbcbs.com for a world of information, interactive tools and Services. As a Blue Cross Blue Shield PPO participant, You have access to health and wellness information, user-friendly Services related to your PPO healthcare coverage and valuable tools for managing your own health and well-being.

Here You can:

- Access a variety of Services related to your Blue Cross Blue Shield PPO coverage, order a Medical ID Card or Claim form, investigate a Claim or find a Physician.
- Access valuable health resources. You can look up any medical topic in the Medical Encyclopedia, powered by WebMD.
- Access fitness tools, calculators, a personal wellness profile that helps You identify your personal health risks and set goals to improve your wellness, and more.

Whether You want to evaluate your health and wellness, make better lifestyle choices, look at the advantages and disadvantages of various treatment options for a specific condition, or you're ready to improve your lifestyle, Highmark has the tools and resources to make it easier for You to take control of your overall health.

10. Plan exclusions

A. The Plan does not cover all medical expenses

This section tells You about some of the Services and supplies that the Plan does not cover. **Remember, just because a Physician recommends or approves a Service or supply does not mean that the Plan covers it.** If You have any questions about coverage, call or write to the Claims Administrator **before** You receive the Services or supplies.

B. Exclusions

The Plan does not cover charges for You or your Covered Dependents for any of these Services or supplies:

Abortion. Elective termination of pregnancy by any method.

Acupuncture and Acupressure Treatment. Acupuncture or acupressure treatment.

Barrier-free Home Modifications. Barrier-free home modifications such as, but not limited to, elevators, lifts and ramps, whether or not recommended by a Physician.

Breast Implants. The insertion, removal or revision of breast implants, unless provided post-mastectomy. Also, the treatment or Service for any Sickness or condition for which the insertion of breast implants or the fact of having breast implants within the body was a contributing factor, unless the Sickness or condition occurs post-mastectomy.

Comfort and Convenience Supplies and Services. Personal comfort and convenience supplies and Services. This includes:

Those supplies and Services provided during a Hospital stay, such as:

- Radio
- Television

- Telephone
- Guest meals

Those supplies and Services You receive at home, such as:

- Air conditioners and air purification units
- Humidifiers
- Swimming pools and hot tubs
- Orthopedic mattresses
- Allergy-free pillows, blankets and mattress covers
- Stair lifts

Contraceptives. Oral contraceptives are not covered under the medical portion of the Plan. See “Outpatient Prescription Drug program” for coverage of certain oral contraceptives. Oral and non-oral contraceptives which are abortive in nature are not covered under either the medical or Outpatient Prescription Drug program.

Cosmetic Procedures and Services. Procedures and Services mainly to change your appearance, unless the Surgery is expressly covered in “Covered Services and Supplies.”

Custodial Care. Services and supplies provided for Custodial Care.

Dental Services. Dental and oral Surgery, Services or X-ray exams involving one or more of these:

- One or more teeth
- The tissue or structure around one or more teeth
- The alveolar process
- The gums

This exclusion applies even if You have any of these Services because of a condition involving a part of the body other than the mouth.

This exclusion does not apply to dental Services listed specifically in “Covered Services and Supplies.”

Developmental Delay. Education or training for developmental delay, except for covered expenses related to Autism Spectrum Disorder as defined in the *Schedule of Benefits*.

Educational Problems, Training Problems or Learning Disorders. Services that are provided in connection with educational or training problems or learning disorders except for covered expenses related to Autism Spectrum Disorder as defined in the *Schedule of Benefits*.

Excess Charges. Charges in excess of the Allowable Charge.

Experimental or Investigational Services. Services or supplies that are considered by the Claims Administrator to be Experimental or Investigational. The denial of any Claim on the basis of the exclusion of coverage for Experimental or Investigational treatment or Service may be appealed through the procedure described in the notice of that Claim decision.

Foot Care. Treatment or Service for foot care with respect to: corns, calluses, flat feet, fallen arches, trimming of toe nails, chronic foot strain or symptomatic complaints of the feet.

Government Coverage. Services, supplies or benefits provided by any government, unless the law requires the Plan to pay the charges.

Hair Loss. Services and supplies related to treatment for hair loss, hair transplants, any drug that promises hair or wigs (except for one wig per lifetime for covered individuals undergoing cancer treatment).

Hearing Aids. Including, but not limited, to semi-implantable hearing devices, audient bone conductors and Bone Anchored Hearing Aids (BAHA’S). A hearing aid is any device that amplifies sound.

Infertility. Services and supplies related to the restoration of fertility or the promotion of conception (including reversal of voluntary sterilization).

Maintenance Care. The Services and supplies for maintenance or supportive level of care or when maximum therapeutic benefit (no further objective improvement) has been attained.

Marital or Social Counseling. Marital counseling or social counseling (except as described under “Hospice Care” in “Covered Services and Supplies”).

Medical Care Outside the United States. Treatment or Service provided outside the United States, unless You or your dependent are outside the United States for one of the following reasons:

- Travel, provided the travel is for a reason other than securing healthcare diagnosis or treatment.
- A business assignment.
- You are employed outside the United States.

Medical Services or Supplies Provided by Non-approved Providers. Medical Services or supplies provided by someone other than a Physician, Professional Other Provider, Professional Provider or other Providers listed in “Definitions.”

Miscellaneous Services. Treatment for gambling addiction, stress management, non-implantable communicator-assist devices, work-hardening Services or vocational rehabilitation programs.

Missed appointments. Charges for not showing up for a scheduled appointment or for a late cancellation.

No Obligation to Pay. Services and supplies for which the Covered Person is not legally required to pay.

Nursing Services. Any nursing Services (except as described in “Covered Services and Supplies”).

Prescription and Non-prescription Drugs. Drugs or medicines except for those covered under Covered Services and Supplies and the Outpatient Prescription Drug program.

Replacement, repair or maintenance of Durable Medical Equipment. Charges for loss of or damage to Durable Medical Equipment due to negligence, abuse or improper use.

Services and supplies before or after coverage. Services or supplies for which a charge was Incurred before a person was covered under this Plan or after coverage under this Plan ended.

Services and supplies not filed in a timely manner. Services and supplies which are not filed within one year from the end of the year following the date of Service.

Services and supplies not listed as covered. Services and supplies that are not shown on the list of Covered Services and Supplies.

Services and supplies not Medically Necessary and Appropriate. Any Service or supply unless the Claims Administrator decides the Service or supply is Medically Necessary and Appropriate. The fact that a Physician recommends or approves a Service or supply does not mean that it is Medically Necessary and Appropriate under the Plan’s rules. See “Definitions” for more details.

Services and supplies provided by Immediate Family. Services or supplies provided by a Spouse, natural or adoptive parent, Child or sibling, stepparent, stepchild, stepbrother or stepsister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, grandparent, grandchild, or Spouse of grandparent or grandchild.

Sex changes or sexual disorder therapy. Medications, implants, hormone therapy, Surgery, medical or psychiatric treatment connected to a sex change or sexual disorder therapy.

Sterilization reversal. Services and supplies to reverse any reproductive sterilization procedure.

Vision care. Any of these eye care Services or supplies:

- Routine vision screening.
- Eyeglasses or contact lenses except for the initial pair of glasses/contact lenses prescribed following cataract surgery in place of surgically implanted lenses or sclera shells intended for the use in the treatment of disease or injury.
- Radial keratotomy, laser or other eye Surgery to correct nearsightedness, farsightedness or blurring (astigmatism).

Vitamins, minerals, nutritional supplements, or special diets. Vitamins, minerals, nutritional supplements, or special diets (whether they require a Physician’s prescription or not). **Exception:** The Plan will cover Enteral Formulae for home use that is prescribed by a Physician for Medically Necessary and Appropriate care, as determined by the Claims Administrator. The Enteral Formulae must be

proven effective as a disease specific treatment regimen for individuals who are or will become malnourished or suffer from disorders, which if left untreated would cause chronic physical disability, mental retardation or death. Specific diseases shall include, but are not limited to, inherited diseases or amino acid or organic acid metabolism, Crohn's Disease, gastroesophageal reflux with failure to thrive disorders or gastrointestinal motility, and multiple severe food allergies.

War. Services and supplies to treat any Sickness or Injury due to war or any act of war.

Wellness Benefit. Any preventive healthcare Service not covered by the *Preventive Health Schedule*. See "Covered Services and Supplies."

Work-connected Injury or Sickness. Supplies or Services to treat an Injury or Sickness that either:

- Arises from or in the course of any employment for wage or profit.
- Is covered under a workers' compensation law, occupational disease law or similar law.

11. Outpatient Prescription Drug program

See the *Schedule of Benefits* for your Outpatient Prescription Drug benefits.

A. Overview

Express Scripts Holding Company administers the Plan's Outpatient Prescription Drug program. Under this program, You may purchase Outpatient Prescription Drugs:

- At a retail pharmacy.
- By mail order.

You and your Covered Dependents have the same benefits under this program.

B. Retail pharmacy benefits

You can go to any retail pharmacy to get your prescriptions filled, but your costs usually will be less at a Participating Pharmacy. You can get up to a 30-day supply of each prescription filled or refilled when You go to a retail pharmacy.

When You go to a Participating Pharmacy, You:

- Use your Pharmacy ID Card.
- Pay only the Co-payment for each prescription fill or refill.
- Do not file a Claim.

When You go to a Non-Participating Pharmacy, You:

- Pay the full price for the drug.
- File a Claim with Express Scripts for reimbursement within 12 months of the purchase. You can call Express Scripts or GuideStone for forms or visit the GuideStone website www.GuideStone.org to print a form.
- Receive reimbursement based on the Plan's cost as if You had gone to a Participating Pharmacy. Here is how You will be reimbursed:
 - If You buy a brand name drug when a generic is available, your reimbursement will be the amount of the Plan's cost for the generic substitution at a Participating Pharmacy, less the generic Co-payment.
 - In all other cases, your reimbursement will be the amount of the Plan's cost for the same drug at a Participating Pharmacy.

Call Express Scripts or GuideStone to find a Participating Pharmacy near You, or go to the Express Scripts website at

www.Express-Scripts.com.

See "Appendix 1" for Claim and Appeal Procedure.

C. Mail order pharmacy benefits

If You take medication on an ongoing basis (for example, for blood pressure, asthma or diabetes), You may want to use the mail order pharmacy to save money. Each mail order prescription can be for up to a 90-day supply of the same medication. You cannot combine refills to equal one 90-day supply. You pay the Co-payment listed in the *Schedule of Benefits* each time You fill or refill the same medication.

For International service You may order up to a one year supply for just four mail-order Co-payments; however, your prescriptions will be delivered to your United States contact address. For International Claim questions, You may contact Express Scripts at **1-800-497-4641** with AT&T access code or collect at **614-421-8292**.

Call Express Scripts or GuideStone for the *Mail Order Prescription Form*. You can also get a copy of this form from the Express Scripts website at www.Express-Scripts.com or from the GuideStone website at www.GuideStone.org.

D. Types of drugs

- **Generic drugs.** These are identified by their chemical name. They are equivalent to and usually cost less than brand name drugs.
- **Brand name drugs.** Your Prescription Drug plan includes a formulary, which is a list of drugs that are preferred by your Plan. This list includes a wide selection of drugs and is preferred because it offers You a choice while helping keep the cost of your Prescription Drug benefits affordable. Each drug is approved by the Food and Drug Administration (FDA) and reviewed by an independent group of Physicians and pharmacists for safety and efficacy. The Plan encourages the use of the preferred drugs on this list to help control rising drug costs. Express Scripts may remind your Physician when a preferred drug is available as a possible alternative for a drug that is not preferred. This may result in a change in your prescription. However, your Physician will always make the final decision on your medication, which could affect your final cost. For more information about your formulary, visit the Express Scripts website at www.Express-Scripts.com or call 1-800-555-3432.
- **Specialty drugs.** Specific prescriptions used to treat complex, chronic or special health conditions, which include certain therapeutic agents that You or your Physician can administer. You receive:
 - Expedited delivery of prescribed medication and supplies sent directly to your home, office or Physician's office.
 - Confidential, expert pharmacist counseling 24 hours a day.
 - Educational materials to help You live better with your condition and therapy.
 - A medication adherence program to offer tips and counseling to help You manage your medications, side effects and dosage schedule.
 - Strict quality, safety and package delivery controls for every prescription order.

Not all drugs are covered under the drug program and some drugs require Pre-authorization. Call Express Scripts or GuideStone to obtain more information about the program.

E. Your drug Co-payments

You must pay a Co-payment every time You fill or refill a prescription. Your Co-payment for Outpatient Prescription Drugs depends on:

- Where You fill your prescription.
- The category of drug You buy.

See the *Schedule of Benefits* for the Co-payment amounts.

F. Limitations and exclusions

This Prescription Drug program covers drugs and medicines that can be legally obtained only by a prescription written by a Physician. **Not all drugs are covered and some drugs require Pre-authorization.** Call Express Scripts at **1-800-555-3432** for more information, or go to their website at www.Express-Scripts.com.

See “Appendix 1” for Claim and Appeal Procedure.

12. Claim and Appeal Procedure

This Claim and Appeal Procedure section is intended to comply with the applicable requirements of the Patient Protection and Affordable Care Act and the regulations and guidance issued thereunder. GuideStone reserves the right to change these Claim and Appeal Procedures at any time as required or permitted by applicable law.

See “Appendix 1” for the complete section on Claim and Appeal Procedure.

13. If You are covered by more than one plan - coordination of benefits

The following coordination of benefits rules shall govern entitlement to benefits notwithstanding any contrary provisions in the Plan.

A. Overview

Most healthcare plans, including this Plan, contain a coordination of benefits (COB) provision. This provision is used when You or your Eligible Dependent(s) are eligible for payment under more than one healthcare plan. The objective of the COB Rules is to provide a claim-payment procedure to assure You that your Eligible Expenses will be paid, while preventing duplication of benefit payments. If you receive more than you should have when your benefits are coordinated, You will be expected to repay any overpayment.

Generally, when this Plan is the primary plan with respect to a Participant or Eligible Dependent, it pays full Plan benefits for the claim. When this Plan is the secondary plan with respect to a Participant or Eligible Dependent, the benefits from the other plans will be taken into account if you have a claim.

If You are covered by more than one group health plan and your situation is not described below, call GuideStone for more detailed information.

This section applies if You are covered under any of these plans:

- Group insurance or other group coverage, whether insured or uninsured. This includes repayment, group practice or individual practice coverage.
- Governmental plans or programs, including Medicare.

This Plan does not coordinate benefits with any of these plans:

- School accident-type coverage for students of any age.
- Medicaid or any plan that by law must pay benefits after those of any private insurance program or other non-governmental program.

B. Plan payment order

When You have a Claim, You need to tell the Plan about all the medical plans that cover You and your Eligible Dependents. The Plan needs this information to decide if it is primary or secondary. In other words, the Plan needs to decide which plan pays first and which pays second. The primary plan always pays first.

The determination of which plan pays benefits first is made as follows:

- The plan without a COB provision determines its benefits before the plan that has such a provision.
- The plan that covers a person other than as a dependent determines its benefits before the plan that covers the person as a dependent.
- The plan that covers a person as an actively working person determines its benefits before the plan that covers the person as a laid off or retired person or as a dependent of such person.
- The plan that does not cover a person under a right of continuation under federal or state laws determines its benefits before the plan that covers the person under a right of continuation.
- If the person is eligible for Medicare and is not actively working, the Medicare Secondary Payer rules will apply. Under the Medicare Secondary Payer rules, the order of benefits will be determined as follows:
 - The plan that covers the person as a dependent of a working Spouse will pay first.
 - Medicare will pay second.
 - The plan that covers the person as a retired employee will pay third.
- Child of Parents Not Separated or Divorced
 - The benefits of the plan of the parent whose birthday falls earlier in a Calendar Year (month and day) are determined before those of the plan of the parent whose birthday falls later in the year, but
 - If both parents have the same birthday, the benefits of the plan, which covered the parent longer are determined before those of the other plan, which covered the other parent for a shorter period of time.
- Child of Separated or Divorced Parents
 - If a court decree states the parents will share joint custody of a dependent child, without stating that one of the parents is responsible for the healthcare expenses of the child, the parent birthday rule, described above, applies.
 - If a court decree gives financial responsibility for the child's healthcare expenses to one of the parents, the plan covering the child as that parent's dependent determines its benefits before any other plan that covers the child as a dependent.
- If there is no such court decree, the order of benefits will be determined as follows:
 - The plan of the natural parent with whom the child resides,
 - The plan of the stepparent with whom the child resides,
 - The plan of the natural parent with whom the child does not reside, or
 - The plan of the stepparent with whom the child does not reside.

C. How benefits are paid

When this Plan is the primary plan, it pays as if there were no other plans involved.

When this Plan is secondary, it does not pay until after the primary plan has paid benefits. This Plan will then pay part or all of the Allowable Charges left unpaid.

D. Eligible Expense

An Eligible Expense is a healthcare supply or Service covered by one of the plans. An Eligible Expense under this Plan is:

- An Allowable Charge.
- For a Service or supply that is Medically Necessary and Appropriate.
- Covered, at least in part, under the Plan.

These are not Eligible Expenses:

- Co-payments.
- The difference between the charge for Hospital stay in a private room and what this Plan would cover for a Hospital stay, unless the private room charge is a Covered Service under one of the plans.
- Any amount over the Allowable Charge.

- An amount that a plan does not cover because You didn't follow the plan's cost containment provisions. Examples of cost containment provisions are:
 - Pre-authorization rules.
 - Preferred Professional Provider arrangements.

E. Lower benefits

When these rules reduce more than one benefit that the Plan pays, each benefit is reduced in proportion. Any Plan benefit limit will state only the amount that the Plan pays for your benefits. It will not include any amount You receive from another plan.

F. Facility of payment

Sometimes another plan may pay for something that should have been paid by this Plan. If this happens, the Claims Administrator may repay the plan that made that payment. You may have received benefits in the form of Services. This can happen, for example, if You are covered by an HMO. In that case, the Plan may pay the reasonable cash value of the benefits provided.

Any amount that the Claims Administrator pays another plan under this provision is treated as though it were a benefit under this Plan. The Claims Administrator will not pay that amount again.

14. What happens if You are covered under Medicare or another government plan

A. Medicare

Medicare has special payment rules if someone is covered under both Medicare and an employer plan. These rules are often called Medicare Secondary Payer rules. The Plan has to follow these rules. If these special rules apply, this Plan pays benefits before Medicare pays. If these rules do not apply, Medicare pays first and the person covered under Medicare can no longer be covered under this Plan.

Medicare Secondary Payer rules depend on these:

- The reason for Medicare coverage.
- The number of employees working for your Employer.

These are the rules for deciding when this Plan pays first.

This Plan pays benefits before Medicare in these cases:

- Medicare entitlement based on age. If either You or your Covered Dependent(s) is entitled to Medicare due to reaching age 65 and both of these apply:
 - You remain an active employee.
 - Your Employer has 20 or more employees in the current or preceding Benefit Period.
- Medicare entitlement based on disability. If You or your Covered Dependent(s) is entitled to Medicare because of disability and You have current employment status with your Employer as defined by federal law.
- Medicare entitlement based on end stage renal disease (ESRD). If You or a Covered Dependent(s) is entitled to Medicare because of ESRD, this Plan pays first during the first 30 months. After that, Medicare pays first.

Medicare pays benefits first if none of the above rules apply. If Medicare pays first under these special rules, You will not be covered by this Plan any longer but You may be able to enroll in one of the other medical benefit plans GuideStone offers to coordinate with your Medicare benefits. Call GuideStone for more information about these plans.

Because Medicare coverage can end your coverage under this Plan, You must enroll in Medicare as soon as You are eligible for Medicare benefits. If You do not, your medical expenses may not be covered by Medicare. These same rules apply to your Covered

Dependent(s), if any of them becomes eligible for Medicare. If You do not enroll in Medicare when You are first eligible, You must enroll during the special enrollment period which applies to You when You stop being eligible under this Plan.

B. Other government plans

You may be covered under a government plan other than Medicare. If so, this Plan does not cover any Services or supplies covered under that government plan, unless the law requires it. These same rules apply to your Covered Dependents.

15. When someone else is responsible for your Sickness or Injury

A. Subrogation

Subrogation means that if another person causes you or your Covered Dependent(s) to have a Sickness or Injury and the Plan pays benefits relating to the Sickness or Injury, then the Plan has the right to recover the amount of benefits it has paid from that other person or, if the person (or the person's insurance company) has paid you or your Covered Dependent, from you or your Covered Dependent(s). The Plan's right to recover for benefits it has paid in this situation is called its "right of subrogation."

For example, if you have an Injury due to an Accident that was caused by another person and the Plan pays benefits for treatment of the Injury, then the Plan has the right to sue the person who caused the Accident for the amount of benefits the Plan has paid for your care and treatment. Also, if the person who caused the Accident (or an insurance company for that person) pays you any amount for the damage caused in the Accident, the Plan has the right to require that you repay the Plan for the benefits it has paid for you. This includes the right to withhold future payment of benefits until you have reimbursed the Plan.

The Plan's right to seek repayment of benefits it has paid applies even if you have not received payment for all of the damages you suffered. In addition, the Plan's right of subrogation applies to any funds paid to you, your estate, any beneficiary, or to any other person, entity or trust as payment for damages you suffered, including damages for pain and suffering, without deducting the amount of any legal fees owed to any lawyer you have retained or other litigation expenses.

The Plan's subrogation rights do not apply to any money you receive under an individual insurance policy that you have purchased separately for yourself or your dependents and do not apply if and to the extent specifically prohibited by law.

B. Transfer of rights

In those instances where this section applies, the rights of You or your Covered Dependent(s) to claim or receive compensation, damages, or other payment from the other party or parties are automatically transferred to the Plan -- but only to the extent of benefit payments made under this Plan.

Obligations of You and your Covered Dependent(s)

To secure the rights of the Plan under this section, You or your Covered Dependent(s) must:

- Complete any applications or other instruments and provide any documents the Plan might require, and cooperate with the Claims Administrator or its agents in order to protect the subrogation rights of this Plan.
- If payment from the other party or parties has been received or deposited into any account, fund or trust, reimburse the Plan for benefit payments (but not more than the amount paid by the other party or parties before legal fees and other litigation expenses are deducted).
- You or your Covered Dependent(s) will not take any action that prejudices the rights of this Plan. If You or your Covered Dependent(s) enter into litigation or settlement negotiations regarding obligations of other parties, You or your Covered Dependent(s) must not prejudice, in any way, the subrogation rights of the Plan.

The costs of legal representation retained by the Plan in matters related to subrogation will be borne solely by the Plan. The costs of legal representation retained by You or your Covered Dependents will be borne solely by You or your Covered Dependent(s).

16. General information

A. Right to amend or terminate the Plan

GuideStone can terminate the Plan at any time for any reason. Your Plan benefits will end if this happens.

GuideStone also can change any or all of the provisions of the Plan at any time and for any reason. It does not have to notify You first. Any change may cause your benefits to be different than those described in this booklet.

B. Church plan

The Plan is intended to be a church plan as defined in the Employee Retirement Income Security Act of 1974, as amended (ERISA), and the Internal Revenue Code. Because it is a church plan that has not made a 410(d) election under ERISA, it is not subject to the requirements of ERISA. For example, this Plan does not have to follow the COBRA Continuation Coverage requirements.

C. Plan is not an employment contract

The Plan is not an employment contract. Enrollment in the Plan does not give You any right to continued employment with your Employer.

D. Choice of law

If You or anyone else brings an action against the Plan, the laws of the State of Texas will apply.

E. Relation among parties affected by the Plan

All healthcare Providers, including Hospitals, are independent contractors to GuideStone. No healthcare Provider works for GuideStone either as an employee or agent. No GuideStone employee works for any healthcare Provider, either as an employee or agent. That means that each healthcare Provider You go to is responsible to You for the Services and supplies it provides to You. GuideStone is not responsible for providing You with any Services and supplies. Nor is it responsible for any Services and supplies You receive from any healthcare Provider.

F. Medical examinations

The Plan may have the person whose expense is the basis for Claim examined by a Physician. The Plan will pay for these examinations and will choose the Physician to perform them.

G. Plan's right to recover overpayments

If the Plan pays You or someone else more than it should have paid for any reason, it has the right to be repaid for these overpayments.

- The Plan may recover the overpayments from:
 - The person to or for whom the Plan paid the excess amount.
 - Insurance companies.
 - Other organizations.

The Plan also has the right to be repaid the reasonable cash value of any benefits provided in the form of Service.

17. Your confidential medical information

A. Collecting information

We rely on information from You and your Covered Dependent(s) to operate the Plan. Generally, You give this information when You enroll and when You file Claims.

The Claims Administrator may also collect information about You from other sources. The Claims Administrator needs this information to process Claims. For example, your coverage may have limits on it that depend on your salary or job class. The Claims Administrator would get that information from GuideStone.

B. Using Information and Disclosing information to others

The provisions of this section are intended to comply with the administrative simplification provisions of the Health Insurance Portability and Accountability Act of 1996, as amended, and the regulations promulgated thereunder, as they may be amended from time to time (collectively, "HIPAA") and, in particular, the rules under HIPAA pertaining to the privacy and security of Individually Identifiable Health Information set forth in 45 C.F.R., Parts 160, 162 and 164, as may be amended from time to time (the "Privacy Rule"). This section shall supersede any provisions of the Plan to the extent those provisions are inconsistent with this section. Each capitalized term used in this section that is not otherwise defined in the Plan shall have the meaning ascribed to it under HIPAA.

- (1) **Required uses and disclosures of PHI.** Except as otherwise set forth herein, GuideStone (hereafter in this Section 17 the "Covered Entity") shall be required to use and disclose Protected Health Information ("PHI") received from the Plan or any Health Insurance Issuer providing benefits under the Plan, as follows:
 - (a) for disclosure to the Secretary of Health and Human Services, when required by the Secretary for its investigation or determination of the compliance of the Plan with the Privacy Rule.
 - (b) for disclosure to a Plan Participant, Spouse or Covered Dependent of that Individual's PHI upon the Individual's written request or in appropriate response to an exercise by the Plan Participant, Spouse or Covered Dependent(s) of any other of his or her individual rights with respect to PHI, all in accordance with the requirements of the Privacy Rule.
 - (c) for purposes of the Plan Administration functions set forth in paragraphs 3 and 4 of this section 17(B), or as otherwise required by HIPAA.
 - (d) for use or disclosure to other persons, as required by applicable law other than HIPAA, provided that nothing in this paragraph (1)(d) shall permit or require the use by or disclosure of PHI to the Covered Entity to the extent such disclosure is prohibited by HIPAA.
- (2) **Permitted uses and disclosures of PHI.** Except as otherwise set forth herein, the PHI received from the Plan or any Health Insurance Issuer providing benefits under the Plan shall be permitted to be used and/or disclosed as follows:
 - (a) by persons handling Plan operations and claims, customer relations, legal services, executive management, actuarial and financial services, and marketing support for Treatment, Payment or Health Care Operations including but not limited to, eligibility, enrollment, provider verification of enrollment, internal verification of enrollment, qualified medical child support orders, disenrollment, employee costs of coverage, participating employer contributions, payment of cost of coverage, payment of continuation of benefits, precertification, predetermination concurrent review, case management, centers for high risk procedures, claim adjudications, claim payments, claim status benefit determinations, medical necessity reviews, review of claim appeals, informal employee assistance, coordination of benefits, third party liability, stop loss claims, audit reports, claims audits, administration audits, information systems controls, legal/compliance audits, financial audits, establishment of the Plan, underwriting and actuarial valuations, amending the Plan, network development, terminating the Plan, selection of vendors, and any other activity that would constitute Treatment, Payment or Health Care Operations, provided that, to the extent required by administrative rules under the Plan or applicable law, such use or disclosure is made pursuant to and in accordance with a valid authorization under the Privacy Rule and provided further that The Genetic Information

Nondiscrimination Act (“GINA”) prohibits the Plan from using or disclosing a PHI that is genetic information for underwriting purposes.

- (b) pursuant to and in accordance with a valid authorization under the Privacy Rule.
- (c) by persons handling Plan operations and claims for wellness, prevention and disease management including but not limited to, voluntary medical examination, health profiles, screening, alternatives for financial incentive, disease management evaluation and disease management programs.
- (d) by persons handling Plan operations and claims, auditing, customer relations, legal services, executive management, actuarial and financial services, and marketing support for other benefits and benefit plans including but not limited to short term or long term disability, workers’ compensation, AD&D and life insurance.
- (e) by persons handling human resources, Plan operations and claims for employment purposes including but not limited to, FMLA leave, return to work clearance or limitations, substance abuse policy, and required physical examinations.
- (f) by persons handling Plan operations and claims, customer relations, legal services, and executive management for response to inquiries including but not limited to complaints and grievances, an Individual’s own information, requests from the U.S. Department of Health and Human Services or U.S. Department of Labor, a public health agency or any other government agency, a subpoena or due diligence request and due diligence.
- (g) by persons handling Plan operations and claims, and marketing support for other miscellaneous reasons including but not limited to Internet website communications, marketing, fundraising, research, and on-site medical staff needs;
- (h) by persons handling human resources, corporate medical staff, information systems, mailroom/fax delivery, research and product development, legal services, finance, accounting, and audit for Plan and other purposes.
 - implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the Electronic PHI that it creates, receives, maintains or transmits on behalf of the Plan (except with respect to enrollment and disenrollment information, Summary Health Information and PHI disclosed pursuant to an authorization) and ensure that any agents (including subcontractors) to whom it provides such Electronic PHI agree to implement reasonable and appropriate security measures to protect such information; and
 - report to the Plan any Security Incident of which it becomes aware; and
 - as otherwise permitted by, and in compliance with, HIPAA; provided that nothing in this section 17(B)(2) shall permit or require the disclosure of PHI to the Covered Entity to the extent such disclosure is prohibited by HIPAA.

(3) **Requirements of Covered Entity.** The Covered Entity shall:

- (a) not use or disclose PHI received from the Plan or any Health Insurance Issuer providing benefits under the Plan, other than for Plan Administration, or as otherwise required by law.
- (b) ensure that any agent (including a subcontractor) to whom the Covered Entity provides PHI received from the Plan or any Health Insurance Issuer providing benefits thereunder, agrees to the same restrictions and conditions with respect to PHI as apply to the Covered Entity under this section 17(B)(3).
- (c) not use or disclose PHI received from the Plan or any Health Insurance Issuer providing benefits under the Plan for employment-related actions and decisions or in connection with any employee benefit plan or benefit provided by the Covered Entity other than the Plan or a health benefit provided under the Plan.
- (d) report to the Plan or Health Insurance Issuer providing benefits thereunder, as applicable, any use or disclosure of PHI received from the Plan or Health Insurance Issuer providing benefits under the Plan, that is inconsistent with the uses or disclosures required or permitted under this section 17(B)(3) and of which the Covered Entity becomes aware.
- (e) make the PHI of a Plan Participant, Spouse or Covered Dependent(s) available to that Individual, upon the Individual’s written request, in accordance with the requirements of the Privacy Rule;

- (f) incorporate amendments of PHI of a Plan Participant, Spouse or Covered Dependent(s) as and to the extent required by the Privacy Rule;
- (g) make available to a Plan Participant, Spouse or Covered Dependent(s) upon the Individual's written request, the information necessary to provide an accounting of the disclosures of PHI as and to the extent required by the Privacy Rule.
- (h) make the Covered Entity's internal practices, books, and records relating to the use and disclosure of PHI received from the Plan or any Health Insurance Issuer providing benefits under the Plan, available to the Secretary of Health and Human Services for determinations as to the compliance of the Plan with HIPAA.
- (i) if feasible, return or destroy all PHI received from the Plan or any Health Insurance Issuer providing benefits under the Plan that the Covered Entity maintains and retains no copies thereof, or, if such return or destruction is not feasible, limit further uses and disclosures of PHI to the purposes that make the destruction or return infeasible.
- (j) ensure that the requirements set forth in paragraph (4)(b) and (c) below are satisfied with respect to PHI.

(4) **Access to Protected Health Information.**

(a) **Minimum necessary.** Except as to a use or disclosure of information related to the treatment of an Individual, when using or disclosing PHI or when requesting PHI from another entity, the Plan or any individual acting on behalf of the Plan, must make reasonable efforts to limit PHI to the minimum necessary to accomplish the intended purpose of the use, disclosure or request. Adherence to policies established by the Covered Entity with respect to the use, disclosure or request of PHI shall be deemed to constitute such an effort unless the circumstances otherwise require.

(b) **Access.** Access to and use of PHI shall be limited to individuals who perform functions relating to Plan Administration on behalf of or in connection with the Plan, as described in sections 17(B)(1) and (2) above, with respect to the performance of such functions. Other individuals or classes of individuals may be furnished with access to PHI with respect to functions that they are performing on behalf of or in connection with the Plan pursuant to a designation by the Covered Entity.

(c) **Non-compliance.** If the Covered Entity becomes aware of any issues relating to non-compliance with the requirements of this section 17, the Covered Entity shall undertake an investigation to determine the extent, if any, of such non-compliance, the individuals, policies or practices responsible for the non-compliance, and appropriate means for curing or mitigating the effects of non-compliance and preventing such non-compliance in the future. Any individual who is determined by the Covered Entity to be responsible for such non-compliance, shall be subject to disciplinary action, as determined by the Covered Entity, in its sole discretion, including but not limited to, one or more of the following:

- Required additional training and education with respect to the use or disclosure of or access to PHI.
- Reprimand.
- Suspension of access to PHI or other diminution of duties or privileges.
- Removal from position or termination.
- In addition, an individual has a right to receive notice of a breach involving the individual's PHI, to the extent required by law.

(5) **Certification of Covered Entity.** The Plan or any Health Insurance Issuer providing benefits thereunder shall disclose PHI to the Covered Entity and to the individuals described in section 17(B)(2) above only if the Covered Entity has certified that the Plan has been amended to incorporate the provisions of this section 17(B)(5) and that it agrees with the restrictions and other rules set forth in section 17(B)(3).

(6) **Authorized representative.** The Plan shall recognize an individual who is the authorized representative of a Plan Participant, Spouse or Covered Dependent(s) as if the individual were the Plan Participant, Spouse or Covered Dependent(s) himself or herself provided that the Individual has designated the authorized representative in accordance with the procedures established by the Covered Entity.

(7) **Action by the Covered Entity.** The Covered Entity may act as prescribed in this section 17 or may delegate, in writing and in its sole discretion, any and all of its functions under this section 17 to the Privacy Officer or other officer or employee or to

a group of officers or employees of the Covered Entity. The Covered Entity or such delegate shall have the authority to establish rules and prescribe forms and procedures for performing its functions.

- (8) **Action by member.** For additional information or to contact the Covered Entity, You may call the GuideStone toll free number at **1-888-984-8433** or contact them at HIPAAPrivacyContact@GuideStone.org. Additional information is included in the Plan's Notice of Privacy Practices which may be accessed at:
http://www.guidestoneinsurance.org/~media/Insurance/PlanManagement/8008_HIPAAPrivacy%20pdf.ashx

18. Definitions

A. Words with special meanings

This section tells You the special meanings of many words and phrases used in this booklet. Sometimes there is a more detailed discussion of a particular word or phrase in another section in this booklet. If that happens, the definition should tell You what other section discusses that word or phrase.

Sometimes the definition of a word or phrase has another word or phrase in it that also has a special meaning. Look in "Definitions" for the special meanings. Here's an example: The definition of Accident has the word Injury in it. If You look at the definition of Injury, You will see its special meaning.

Accident. An unforeseen and unplanned event that causes an Injury.

Admission Review. A review by the Utilization Management Administrator of a Provider's report of the need for Hospital Inpatient Stay (scheduled or emergency) to determine if the confinement is Medically Necessary and Appropriate.

Alcohol/Drug Abuse. Any use of alcohol/drug which produces a pattern of pathological use causing impairment in social or occupational functioning or which produces physiological dependency evidenced by physical tolerance or withdrawal.

Alcohol/Drug Abuse Treatment Facility. A Facility Other Provider licensed by the state and approved by the Joint Commission on Accreditation of Healthcare Organizations which, for compensation from its patients, is primarily engaged in providing detoxification or rehabilitation treatment for Alcohol Abuse or Drug Abuse. This facility must also meet the minimum standards set by the appropriate governmental agency.

Allowable Charge (Also called Provider's Reasonable Charge).

- For medical care received from Network Providers, the dollar amount that your PPO has determined is reasonable for Covered Services and Supplies provided under your Plan.
- For medical care received from Out-of-Network Providers, the Customary Charge, not the Provider's actual charge, as determined by the Claims Administrator.
- For drugs and medicines requiring a Provider prescription and considered a covered treatment or Service, if the Allowable Charge cannot be determined, Average Wholesale Price will be applied.
- For Medical Care received from a Transplant Network Provider, the amount will be based on the PPO negotiated fee.

Ambulance Service. A Facility Other Provider licensed by the state which, for compensation from its patients, provides local transportation by means of a specially designed and equipped vehicle used only for transporting the Sick and Injured.

Ambulatory Surgical Facility. A Facility Other Provider, with an organized staff of Physicians, which is licensed as required by the state, has the required certificate of need and which, for compensation from its patients:

- Has permanent facilities and equipment for the primary purpose of performing surgical procedures on an Outpatient basis.
- Provides treatment by or under the supervision of Physicians and nursing Services whenever the patient is in the facility.
- Does not provide Inpatient accommodations.
- Is not, other than incidentally, a facility used as an office or clinic for the private practice of a Professional Provider.

Anesthesia. The administration of a regional or rectal anesthetic or the administration of a drug or other anesthetic agent by injection or inhalation, the purpose and effect of which is to obtain muscular relaxation, loss of sensation or loss of consciousness.

Audiologist. A licensed Audiologist. Where there is no licensure law, the Audiologist must be certified by the appropriate professional body.

Autism Spectrum Disorder. Neurological disorders, usually appearing in the first three years of life, which affect normal brain functions and are typically manifested by impairments in the communication and social interaction, as well as restrictive, repetitive and stereotyped behaviors.

Average Wholesale Price. The published cost of a drug product to the wholesaler.

Benefit Period. The specified period of time during which charges for Covered Services and Supplies must be Incurred in order to be eligible for payment by the Plan. A charge shall be considered Incurred on the date a Covered Person receives the Service or supply for which the charge is made. A Benefit Period is a calendar year.

Birth Facility. A Facility Other Provider licensed by the state which, for compensation from its patients, is primarily organized and staffed to provide maternity care and is under the supervision of a Nurse-Midwife.

BlueCard Program. A national program comprised of Blue Cross and Blue Shield plans which allows a Covered Person to receive Covered Services and Supplies from participating Providers. The local Blue Cross and/or Blue Shield plan that Services the geographic area where the Covered Services and Supplies are provided is referred to as the “on-site” Blue Cross and/or Blue Shield plan.

Certified Registered Nurse. A Certified Registered Nurse anesthetist, Certified Registered Nurse practitioner, certified enterostomal therapy nurse, certified community health nurse, certified psychiatric mental health nurse or certified clinical nurse specialist certified by the State Board of Nursing or a national nursing organization recognized by the State Board of Nursing. This excludes any registered professional nurses employed by a healthcare facility, as defined in the Health Care Facilities Act, or by an anesthesiology group.

Child. Your Child, including:

- Your or Your Spouse’s natural (biological) Child.
- Your or Your Spouse’s legally adopted Child or a Child placed in your home for adoption.
- Your or Your Spouse’s stepchild or foster Child.
- Your or Your Spouse’s grandchild who is dependent on you for support and maintenance.
- A Child for whom You or Your Spouse must provide healthcare by court order or order of a state agency authorized to issue National Medical Support Notices under federal law.
- A Child for whom You are a legal guardian or managing conservator.

Chiropractor. A licensed Chiropractor performing Services within the scope of such licensure.

Claim. A request for the payment or reimbursement of the charges or costs associated with a Covered Service and Supply or a request for Pre-authorization or prior approval of a Covered Service and Supply. Claim includes:

- **Pre-service Claim** – A request for Pre-authorization or prior approval of a Service or supply which may need to be approved before You receive the Covered Service and Supply.
- **Urgent Care Claim** – A Pre-service Claim which, if decided within the time periods established for making non-urgent care Pre-service Claim decisions, could seriously jeopardize your life, health, ability to regain maximum function or, in the opinion of a Physician with knowledge of your medical condition, would subject You to severe pain that cannot be adequately managed without the Service.
- **Post-service Claim** – A request for payment or reimbursement of the charges or costs associated with a Covered Service and Supply that You have received.

Claims Administrator. For eligibility claims, GuideStone. For medical benefits, Highmark Blue Cross Blue Shield. For prescription drug benefits, Express Scripts Holding Company. See “Appendix 1” for Claim and Appeal Procedure.

Clinical Laboratory. A medical laboratory licensed where required, performing within the scope of such licensure, and not affiliated or associated with a Hospital or Physician.

Co-insurance. The percentage of eligible expenses You and the Plan share. The exact Co-insurance depends on the Plan provisions. Your Co-insurance will be the amount of Covered Services or Supplies which must be paid by You.

Co-insurance Maximum. A specified dollar amount of Out-of-Network Eligible Expenses Incurred by a Covered Person for Covered Services and Supplies in a Benefit Period, after which the level of benefits is increased as specified in the *Schedule of Benefits*. Such expense does not include the amount of charges in excess of the Provider's Reasonable Charge and penalty amounts Incurred by the Covered Person under this Plan. This maximum excludes Deductible and Co-payments.

Concurrent Care Claim. – A Claim after the Plan has approved an ongoing course of treatment to be provided over a period of time or number of treatments that involves a reduction or termination by the Plan of such course of treatment (other than by Plan amendment or termination) before the end of such period of time or number of treatments or any request by You to extend the course of treatment beyond the period of time or number of treatments.

Concurrent Review. A Medical Management & Policy review conducted during a patient's Hospital stay or course of treatment.

Continuation Coverage. Plan coverage available to You and your Covered Dependent(s) when coverage under the Plan would otherwise end. See "When coverage ends."

Contracting Supplier. A supplier who has an agreement with the PPO pertaining to payment for the sale or lease of Durable Medical Equipment, supplies, and prosthetics to a Covered Person.

Contracting Supplier Allowance. The maximum payment amount determined by the Plan for a Contracting Supplier.

Co-payment. The fixed, up-front dollar amount You pay for certain Eligible Expenses. Co-payment amounts do not apply toward your Deductible or Co-insurance, but they do accumulate toward the Maximum Out-of-Pocket.

Covered Class. A class of employees or retirees who are eligible for Plan coverage. These are the Covered Classes under this Plan:

- Active full-time employees earning wages from a church or ministry organization working at least 20 hours per week.
- Retired employees who meet the Employer's criteria.

Covered Dependent. An Eligible Dependent who becomes covered under the Plan. See "When You become covered."

Covered Entity. GuideStone Financial Resources.

Covered Percent/Covered Percentage. The percentage of Eligible Expenses that the Plan pays. The Covered Percent is not the same for all Eligible Expenses. See "Medical Benefits."

Covered Person. An Eligible Employee, Eligible Retiree or Eligible Dependent who becomes covered under the Plan. See "When You become covered."

Covered Service and Supplies. A Service or supply specified in Covered Services and Supplies for which benefits will be provided when rendered by a Provider or Supplier.

Custodial Care. Care provided primarily for maintenance of the patient or which is designed essentially to assist the patient in meeting his or her activities of daily living and which is not primarily provided for its therapeutic value in the treatment of a Sickness, disease, bodily Injury, or condition. Multiple non-skilled nursing Services/rehabilitation Services in the aggregate do not constitute skilled nursing Services/rehabilitation Services. Custodial Care includes, but is not limited to, help in walking, bathing, dressing, feeding, preparing special diets and supervising the administration of medications not requiring skilled nursing Services/rehabilitation Services provided by trained and licensed medical personnel.

Customary Charge. For Out-of-Network Providers, it is the amount commonly charged for Services rendered by a Provider which is the prevailing charge within the Out-of-Network Provider's geographical area.

Day/Night Psychiatric Facility. A Facility Other Provider licensed by the state which, for compensation from its patients, is primarily engaged in providing diagnostic and therapeutic Services for the treatment of Mental Illness only during the day or only during the night.

Deductible. A specified dollar amount of liability for Covered Services and Supplies that must be Incurred by a Covered Person before the Plan will assume any liability for all or part of the remaining Covered Services and Supplies.

Dependent Coverage. Plan coverage for your Eligible Dependents. See “Who is eligible.”

Developmental Disability. A dependent Child’s substantial handicap which:

- Results from mental retardation, cerebral palsy, epilepsy or other neurological disorder.
- Is diagnosed by a Physician as a permanent or long-term continuing condition.

Diagnostic Service. Procedures ordered by a Professional Provider because of specific symptoms to determine a definite condition or disease.

Durable Medical Equipment. Items which can withstand repeated use, are primarily and customarily used to serve a productive medical purpose; are generally not useful to a person in the absence of Sickness, Injury or disease, are appropriate for use in the home, and do not serve as comfort or convenience items.

Eligible Expense. An expense that meets all of these rules:

- It must be a charge that You have to pay for a Covered Service and Supply. These are listed in “Covered Services and Supplies.”
- It must not be more than the Allowable Charge for that Covered Service and Supply.
- It must not be excluded from coverage. These are listed in “Plan Exclusions.”
- It must not be more than any Plan limit in “Covered Service and Supplies.”

Employee Coverage. Plan coverage for Eligible Employees and Eligible Retirees. See “Who is eligible.”

Employer. A church or ministry organization that is eligible to utilize products and Services made available by or through GuideStone Financial Resources of the Southern Baptist Convention and offers Plan coverage to its Eligible Employees and Eligible Retirees.

Enteral Formulae. A liquid source of nutrition administered under the direction of a Physician, which may contain some or all of the nutrients necessary to meet the minimum daily nutritional requirements and is administered into the gastrointestinal tract either orally or through a tube.

Experimental/Investigational. The use of any treatment, Service, procedure, facility, equipment, drug, device or supply (intervention), which is not determined by the Plan to be medically effective for the condition being treated.

The Plan will consider an intervention to be Experimental/Investigational if:

- The intervention does not have FDA approval to be marketed for the specific relevant indication(s).
- Available scientific evidence does not permit conclusions concerning the effect of the intervention on health outcomes.
- The intervention is not proven to be as safe or as effective in achieving an outcome equal to or exceeding the outcome of alternative therapies.
- The intervention does not improve health outcomes.
- The intervention is not proven to be applicable outside the research setting.

If an intervention, as defined above, is determined to be Experimental/Investigational at the time of Service, it will not receive retroactive coverage even if, at a later date, it ceases to be classified as Experimental/Investigational in accordance with the above criteria.

Facility Other Provider. An entity other than a Hospital which is licensed, where required, to render Covered Services. Facility Other Providers includes but are not limited to, licensed Skilled Nursing/Rehabilitation Facilities and sub-acute facilities.

Facility Provider. A Hospital or Facility Other Provider, licensed where required, to render Covered Services.

Family Coverage. Coverage for the member and one or more of the member's dependents.

Family Deductible. A specified dollar amount of Covered Services and Supplies that must be Incurred by the member and dependents under the Plan before the Plan will assume any liability for all or part of the remaining Covered Services and Supplies.

Freestanding Dialysis Facility. A Facility Other Provider licensed and approved by the appropriate governmental agency which, for compensation from its patients, is primarily engaged in providing dialysis treatment, maintenance or training to patients on an Outpatient or home-care basis.

Freestanding Nuclear Magnetic Resonance Facility/ Magnetic Resonance Imaging Facility. A Facility Other Provider which, for compensation from its patients, is primarily engaged in providing, through an organized professional staff, nuclear magnetic resonance/magnetic resonance imaging scanning. These facilities do not include Inpatient beds, medical or health-related Services.

Generally Accepted. Treatment or Service that:

- Has been accepted as the standard of practice according to the prevailing opinion among experts as shown by (or in) articles published in authoritative, peer-reviewed medical and scientific literature.
- Is in general use in the medical or dental community.
- Is not under continued scientific testing or research as a therapy for the particular Injury or Sickness, which is the subject of a Claim.

GuideStone. GuideStone Financial Resources of the Southern Baptist Convention.

Habilitative Services. Services that help a person learn or improve skills and functioning for daily living.

Home Health Care Agency. A Facility Other Provider or Hospital program for home healthcare, licensed by the state and certified by Medicare which, for compensation from its patients:

- Provides skilled nursing and other Services on a visiting basis in the patient's home.
- Is responsible for supervising the delivery of such Services under a plan prescribed by the attending Physician.

Home Infusion Therapy. The administration of Medically Necessary and Appropriate fluid or medication via a central or peripheral vein to patients at their place of residence.

Home Infusion Therapy Providers. A Facility Other Provider which has been accredited by the Joint Commission on Accreditation of Healthcare Organizations and Medicare, if appropriate, and is organized to provide infusion therapy in the home to patients at their place of residence.

Hospice. A Facility Other Provider, licensed by the state, which, for compensation from its patients, is primarily engaged in providing palliative care to terminally ill individuals.

Hospice Care. A program which provides an integrated set of Services and supplies designed to provide palliative and supportive care to terminally ill patients and their families. Hospice Services are centrally coordinated through an interdisciplinary team directed by a Physician.

Hospital. A duly licensed Provider that is a general or special Hospital which has been approved by Medicare, the Joint Commission on Accreditation of Healthcare Organizations or the American Osteopathic Hospital Association which, for compensation from its patients:

- Is primarily engaged in providing Inpatient diagnostic and therapeutic Services for the diagnosis, treatment and care of Injured and Sick persons by or under the supervision of Physicians.
- Provides 24-hour nursing Services by or under the supervision of Registered Nurses.

Hospital Room Maximum. Covered Services and supplies by a Hospital for room and board while confined in a private room up to:

- The Hospital's most frequent semiprivate room rate, if the Hospital has semiprivate rooms.
- The Hospital's most frequent private room rate, if the Hospital has no semiprivate rooms.

Immediate Family. Your Spouse, Child, stepchild, parent, brother, sister, mother-in-law, father-in-law, sister-in-law, brother-in-law, daughter-in-law, son-in-law, grandchild, grandparent, step-parent, step-brother or step-sister.

Incurred. A charge is considered Incurred on the date You receive the Service or supply for which the charge is made.

Independent Review Organization (“IRO”). An organization accredited by URAC or a similar nationally-recognized accrediting organization that will conduct external reviews in accordance with the procedures described in the “Claim and Appeal Procedure” “Appendix 1.”

Individual Deductible. An individual family member can be eligible for payment of benefits upon reaching the Individual Deductible amount even if the rest of the family has not met the Family Deductible amount. An Individual Deductible accumulates towards the Family Deductible.

Infusion Therapy. The administration of Medically Necessary and Appropriate fluid or medication via a central or peripheral vein.

Injury. A trauma to the body caused by an outside source.

Inpatient. A person who is a registered bed patient in a Facility Provider and for whom a room and board charge is made.

Inpatient Stay Charges. Covered Services by a Hospital for room, board and general nursing Services.

Inpatient Treatment Plan. A plan that has specific goals and objectives for the Inpatient that is appropriate to both the Inpatient and the program’s treatment method.

Licensed Practical Nurse (LPN). A nurse who has graduated from a formal practical nursing education program and who is licensed by the appropriate state authority.

Licensed Social Worker. A licensed Social Worker. Where there is no licensure law, the Licensed Social Worker must be certified by the appropriate professional body.

Master Level Therapist. A provider with a current Master’s Degree in a recognized clinical discipline including Social Work, Psychology or Counseling.

Maximum Out-Of-Pocket. The amount a Covered Person or Family must pay for Network Eligible Expenses in a Benefit Period before the plan pays 100%.

Maximum Reimbursable Charge. The greatest amount payable by the Plan for Covered Services and Supplies. This could be expressed in dollars, number of days or number of Services for a specified period of time.

Medicaid. A federal program providing grants to states for medical assistance programs (Title XIX of the United States Social Security Act).

Medical Care. Professional Services rendered by a Professional Provider or Professional Other Provider for the treatment of a Sickness or Injury.

Medical Identification Card (Medical ID Card). The currently effective card issued to You by the Claims Administrator.

Medical Management & Policy (MM&P). A program which integrates all activity related to managing a patient’s Medical Care from the time that an admission, surgical or diagnostic procedure, or certain Services become necessary. The program consists of any applicable Pre-admission Certification, Admission Certification of Emergency/Delivery-Related Maternity Admissions, Continued Stay Review, Discharge Planning, Maternity Risk Assessment and Management, Pre-Procedure Certification/Pre-service Certification, Surgical Pre-authorization, Diagnostic Services Pre-authorization, Therapy Services Pre-authorization, Psychiatric/Alcohol and Drug Abuse Services Pre-authorization, Durable Medical Equipment Pre-authorization, Home Health Care Pre-authorization, and Skilled Nursing Facility Pre-authorization.

Medically Necessary and Appropriate (Medical Necessity and Appropriateness). Services, supplies or covered medications that a Provider, exercising prudent clinical judgment, would provide to a patient for the purpose of preventing, evaluating, diagnosing or treating an illness, injury, disease or its symptoms, and that are: (i) in accordance with generally accepted standards of medical practice, (ii) clinically appropriate, in terms of type, frequency, extent, site and duration, and considered effective for the patient’s illness, injury of disease, (iii) not primarily for the convenience of the patient, physician or other healthcare provider and not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of that patient’s illness, injury or disease. Claims Administrator reserves the right, utilizing the criteria set forth in this definition, to render the final determination as to whether a service, supply or covered medication is medically necessary

and appropriate. No benefits will be provided unless Claims Administrator determines that the service, supply or covered medication is Medically Necessary and Appropriate.

Medicare. The programs of healthcare for the aged and disabled established by Title XVIII of the Social Security Act of 1965, as amended, also known as Original Medicare.

Mental Illness. An emotional or mental disorder characterized by a neurosis, psychoneurosis, psychopathy or psychosis without demonstrable organic origin.

Network. All Providers, approved as a Network, that have entered into a contractual agreement either directly or indirectly with the Plan to provide healthcare Services to Covered Persons under this Plan.

Network Facility Provider and Contracting Supplier. A Facility Provider and Contracting Supplier, licensed where required and performing within the scope of its license, that has an agreement with the Plan pertaining to payment as a Network Provider for Covered Services rendered to a Covered Person.

Network Provider and Contracting Supplier. Preferred Professional Providers and Network Facility Providers and Contracting Suppliers licensed where required and performing within the scope of their license, that has an agreement with the Plan pertaining to payment as a Network Provider for Covered Services rendered to a Covered Person.

Network Service. A Service, treatment or supply that is provided by a Network Provider and Contracting Supplier.

Network Service Area. The geographic area within the Plan's Service area served by the Preferred Professional Providers and Participating Facility Providers and Contracting Suppliers.

Non-Contracting Supplier. A Supplier who does not have an agreement with the Plan pertaining to payment for the sale or lease of Durable Medical Equipment, supplies and prosthetics to a Covered Person.

Non-Participating Facility Provider. A Facility Provider, licensed where required and performing within the scope of its license, that does not have an agreement with the Plan pertaining to payment for Covered Services and Supplies rendered to a Covered Person.

Non-Participating Pharmacy. A licensed and registered pharmacy, which is not a Participating Pharmacy.

Non-Preferred Professional Provider. A Professional Provider or Professional Other Provider, licensed where required and performing within the scope of its license, who does not have an agreement with the Plan pertaining to payment as a Network Provider for Covered Services and Supplies rendered to a Covered Person.

Nurse-Midwife. A licensed Nurse-Midwife. Where there is no licensure law, the Nurse-Midwife must be certified by the appropriate professional body.

Occupational Therapist. A licensed Occupational Therapist. Where there is no licensure law, the Occupational Therapist must be certified by the appropriate professional body.

Optometrist. A licensed Optometrist performing Services within the scope of such licensure.

Out-of-Network Provider and Contracting Supplier. A Provider and Contracting Supplier who does not have an agreement with the Plan to provide Covered Services, equipment and supplies to a Covered Person.

Out-of-Network Service. A Service, treatment or supply that is provided by an Out-of-Network Provider and Contracting Supplier.

Outpatient. A patient who receives Services or supplies while not confined as an Inpatient.

Outpatient Treatment Facilities. A Facility Other Provider which, for compensation from its patients, is primarily engaged in providing Services on an Outpatient basis. This facility must also meet the minimum standards set by the appropriate governmental agency. Examples of Outpatient Treatment Facilities include, but are not limited to, Alcohol/Drug Abuse Treatment Facilities, physical rehabilitation Facilities and outpatient psychiatric Facilities.

Participating Pharmacy. A licensed and registered pharmacy, which has a pharmacy service agreement with Express Scripts, subscribed to by this Plan.

Pharmacy Identification Card (Pharmacy ID Card). The currently effective card issued to You by Express Scripts.

Physical Handicap. A dependent Child's substantial physical or mental impairment which:

- Results from Injury, accident, congenital defect or Sickness.
- Is diagnosed by a Physician as a permanent or long term dysfunction or malformation of the body.

Physical Therapist. A licensed Physical Therapist. Where there is no licensure law, the Physical Therapist must be certified by the appropriate professional body.

Physician. A person who is a Doctor of Medicine (M.D.) or a Doctor of Osteopathy (D.O.), licensed and legally entitled to practice medicine in all of its branches, perform Surgery and dispense drugs.

Physician Visit. A face-to-face meeting between a Physician or Physician's staff and a patient for the purpose of Medical Care or Services.

Plan. This document and the *Schedule of Benefits* constitute the Plan.

Podiatrist. A licensed Podiatrist performing Services within the scope of such licensure.

Pre-authorization. The process whereby You, the Preferred Professional Provider or the Non-Preferred Professional Provider, must contact the Plan to determine the eligibility of coverage for or the Medical Necessity and Appropriateness of certain Covered Services and Supplies as specified in this Plan. Such Pre-authorization must be obtained prior to providing Covered Services and Supplies for a Covered Person except as provided herein.

Preferred Professional Provider. A Professional Provider or Professional Other Provider, licensed where required and performing within the scope of their license, that has an agreement with the Plan pertaining to payment as a Network participant for Covered Services and Supplies rendered to a Covered Person.

Preferred Provider Organization (PPO). A group of Hospitals, Physicians and other Providers who are contracted to furnish Medical Care to a Covered Person at negotiated costs.

Prescription Drugs. Any drugs or medications ordered by a Professional Provider by means of a valid prescription order, bearing the federal legend: Caution: Federal law prohibits dispensing without a prescription or legend drugs under applicable state law and dispensed by a licensed pharmacist. Also included are prescribed injectable insulin and disposable insulin syringes, as well as compounded medications consisting of the mixture of at least two ingredients other than water, one of which must be a legend drug.

Primary Care Physician. A pediatrician, general practitioner, family practitioner, internist or gynecologist.

Professional Other Provider. A person or entity other than a Facility Provider or Professional Provider who is licensed, where required, to render Covered Services as prescribed by a Professional Provider within the scope of such licensure or under the supervision of a Professional Provider within the scope of such licensure. Professional Other Providers include:

- Occupational Therapist
- Respiratory Therapist

Professional Provider. A person or practitioner licensed where required and performing Services within the scope of such licensure. The Professional Providers include but are not limited to:

- Audiologist
- Certified Registered Nurse
- Chiropractor
- Dentist
- Licensed Practical Nurse
- Licensed Social Worker
- Master Level Therapist
- Nurse-Midwife
- Optometrist
- Physical Therapist
- Physician
- Podiatrist

- Psychologist
- Speech-Language Pathologist

Protected Health Information (PHI). PHI is any information about your health that reveals (or can be used as a reasonable basis to reveal) your identity. This information can relate to your past, present or future physical or mental health conditions, information about the healthcare Services provided to You, or payment for healthcare Services provided to You.

Provider. A Facility Provider, Professional Provider or Professional Other Provider licensed where required and performing within the scope of such licensure.

Psychiatric Hospital. A Facility Other Provider approved by the Joint Commission on Accreditation of Healthcare Organizations or by the American Osteopathic Hospital Association which, for compensation from its patients, is primarily engaged in providing diagnostic and therapeutic Services for the Inpatient treatment of Mental Illness. Such Services are provided by or under the supervision of an organized staff of Physicians. Continuous nursing Services are provided under the supervision of a Registered Nurse.

Psychologist. A licensed Psychologist. When there is no licensure law, the Psychologist must be certified by the appropriate professional body.

Registered Nurse (RN). A nurse who has graduated from a formal program of nursing education (diploma school, associate degree or baccalaureate program) and is licensed by the appropriate state authority.

Rescission. A cancellation or discontinuation of coverage that has a retroactive effect, attributable to non-payment of monthly rate, fraud or intentional misrepresentation.

Retrospective Review. An MM&P review conducted after the patient is discharged from a Hospital or other healthcare facility or has completed a course of treatment.

Service(s). Treatment rendered by a Facility Provider, Professional Provider or Professional Other Provider to a Covered Person for a Covered Service and Supply.

Sickness. Any disorder or disease of the body or mind. This includes pregnancy, miscarriage or childbirth.

Skilled Nursing /Rehabilitation Facility. A licensed institution (other than a Hospital, as defined) which specializes in:

- Physical rehabilitation on an inpatient basis.
- Skilled nursing and medical care on an inpatient basis. But only if that institution:
 - (a) maintains on the premises all facilities necessary for medical treatment,
 - (b) provides such treatment for compensation, under the supervision of Physicians, and
 - (c) provide Nurses Services.

Specialist Physician. Any Physician not considered a Primary Care Physician.

Spouse. A person of the opposite sex to whom You are married at the relevant time by a religious or civil ceremony effective under the laws of the state in which the marriage was contracted.

Supplier. An individual or entity that is in the business of leasing and selling Durable Medical Equipment and supplies. Suppliers include, but are not limited to, the following: Durable Medical Equipment Suppliers, vendors/fitters, prosthetic Suppliers, pharmacy/Durable Medical Equipment Suppliers.

Surgery. The performance of generally accepted operative and cutting procedures including:

- Specialized instrumentations, endoscopic examinations and other procedures.
- The correction of fractures and dislocations.
- Usual and related pre-operative and post-operative care.

Therapy Service. The following Services or supplies ordered by a Professional Provider to promote the recovery of the patient.

- **Radiation Therapy** - the treatment of disease by X-ray, gamma ray, accelerated particles, mesons, neutrons, radium or radioactive isotopes.
- **Chemotherapy** - the treatment of malignant disease by chemical or biological antineoplastic agents.

- **Dialysis Treatments** - the treatment of acute renal failure or chronic irreversible renal insufficiency for removal of waste materials from the body through hemodialysis or peritoneal dialysis. Dialysis treatment includes home dialysis.
- **Physical Therapy** - the treatment by physical means, hydrotherapy, heat or similar modalities, physical agents, bio-mechanical and neuro-physiological principles, and devices to relieve pain, provide or restore maximum function, and prevent disability following disease, Injury or the loss of a body part or parts
- **Respiration Therapy** - the introduction of dry or moist gases into the lungs for treatment purposes.
- **Occupational Therapy** - the treatment of a physically disabled person by means of constructive activities designed and adapted to promote the restoration of the person's ability to satisfactorily accomplish the ordinary tasks of daily living and those required by the person's particular occupational role.
- **Speech Therapy** - the treatment for the correction of a speech impairment resulting from Autism Spectrum Disorder, disease, Surgery, Injury, or previous therapeutic processes.
- **Infusion Therapy** - treatment by means of Infusion Therapy when performed by, furnished by and billed by a Facility Provider.
- **Cardiac Rehabilitation** - the physiological and psychological rehabilitation of patients with cardiac conditions through regulated exercise programs.

Transplant Network Provider (Blue Distinction Centers for Transplants). Any Provider or facility determined to be an appropriate transplant Provider and that has contracted with Blue Cross Blue Shield to provide transplant Services subject to a negotiated fee schedule.

Urgent Care. Treatment at an urgent care facility for the on-set of symptoms that require prompt medical attention.

Urgent Review. An MM&P review that must be completed sooner than a prospective review in order to prevent serious jeopardy to a patient's life or health or the ability to regain maximum function or, in the opinion of a Provider with knowledge of a patient's medical condition, would subject the patient to severe pain that cannot be adequately managed without treatment. Whether or not there is a need for an Urgent Review is based upon the MM&P administrator's determination using the judgment of a prudent layperson who possesses an average knowledge of health and medicine. See "Appendix 1" for Claim and Appeal Procedure.

Visit(s). A patient's physical presence at a location designated by the Hospital, Facility Other Provider, Professional Provider or Professional Other Provider for the purpose of providing Covered Services not to exceed one Visit per day per Provider.

Wellness Benefit. Includes a schedule for Preventive Services, without cost sharing, recommended by the U.S. Preventive Services Task Force, the Advisory Commission on Immunization Practices of the Centers for Disease Control, and the Health Resources and Services Administration. See "Covered Services and Supplies."

You. An Eligible Employee or Eligible Retiree. Sometimes "You" means both the Covered Person and his or her Covered Dependent(s). The booklet will tell You when this is the case.

Appendix 1: Claim and Appeal Procedures

A. Internal Claims and Appeals

1. Eligibility

Eligibility and participation in the Plan is discussed in Sections 3 and 4. Who is Eligible. If You apply for coverage under the Plan or to change an election under the Plan and are denied, then You have the right to appeal this denial. All appeals involving eligibility must be submitted in writing to GuideStone, which is the Claims Administrator for appeals relating to eligibility. To be considered, the appeal must be filed with GuideStone within 180 days from the date You applied for coverage under the Plan or to change an election under the Plan. Your appeal should be sent to:

Senior Manager Customer Service
Insurance Operations Department
GuideStone Financial Resources
2401 Cedar Springs Rd.
Dallas, Texas 75201-1498

Two levels of appeal are allowed. GuideStone will decide the first level of appeal and provide You with written notice of its decision within 30 days of receipt of the written request for an appeal. If the request does not include sufficient information for GuideStone to make an intelligent decision, You will be notified of the need to provide additional information prior to the end of the 30-day period. You will have at least 45 days to respond to this request. If your first level appeal is denied, You will be given a reasonable period of time specified in the denial notice, not to exceed 180 days, to appeal such decision to the second level of appeal. Any second level of appeal will be decided within 30 days of its receipt. GuideStone's decision on the second level of appeal will be final and binding.

2. Medical Benefits or Prescription Drugs

a. How to File a Claim

How You file a Claim for benefits depends on whether the Claim involves a Claim for medical benefits or prescription drugs, as further described below. In addition, different claims procedures apply depending on whether the Claim is an Urgent Care Claim, Pre-Service Claim, Post-Service Claim or Concurrent Care Claim. See "Claim" in the "Definitions" section for additional information about each type of Claim.

Medical Benefits Claims

If You receive Services from a Network Provider, You will not have to file a Claim.

If You receive Services from an Out-of-Network Provider, You may be required to file the Claim yourself. To be considered, a Claim must be filed (by You or the Network or Out-of-Network Provider) within one year from the end of the year in which the date of Service occurs. All Claims involving medical benefits should be directed to Highmark Blue Cross Blue Shield, the Claims Administrator for the medical component of the Plan, at the following address:

Highmark Blue Cross Blue Shield
P. O. Box 1210
Pittsburgh, PA 15230-1210

Claim forms are available at: www.GuideStone.org; Select Insurance, Forms & FAQs, Claims

Except for Urgent Care Claims, your Claim must be in writing on the required claim form. Urgent Care Claims may be oral or in writing on the required claim form. The required claim form is available from GuideStone, Highmark member services or the Highmark website. Make sure all information is completed properly, and then sign and date the form. Attach all itemized bills to the claim form and mail everything to the address on the form. Multiple Services for the same family member can be filed with one claim form. However, a separate Claim form must be completed for each person. Itemized bills must include the following information:

- The name and address of the Service Provider;
- The patient's full name;
- The date of Service;
- The amount charged;
- The diagnosis or nature of Sickness or Injury;
- For Durable Medical Equipment, the Physician's certification and date of rental or purchase;
- For Ambulance Service, the total mileage.

You must submit originals, so You will want to make copies for your records. Once your Claim is received by Highmark, itemized bills cannot be returned.

Once your Claim is processed, You will receive an explanation of benefits (EOB) statement. The statement lists: the Provider's charge, Allowable Charge, Co-payment, Deductible and Co-insurance You are required to pay; total benefits payable; and total amount You owe. You are responsible for paying the Out-of-Network Provider the charges You incurred, including any difference between what You were billed and what the Plan paid.

Prescription Drug Claims

All Claims involving prescription drugs should be directed to Express Scripts Holding Company, the Claims Administrator for the prescription drug component of the Plan. Claims for reimbursement of prescription drug costs must be filed within one year from the end of the year in which the expenses were incurred. You may submit a Post-Service Claim if You are asked to pay the full cost of the prescription drug when You fill it and You believe that the Plan should have paid for it or You believe that the Co-payment amount was incorrect. In addition, if a pharmacy (retail or home delivery) fails to fill a prescription that You have presented and You believe that it is covered under the Plan, You may submit a Pre-Service Claim. All Claims involving prescription drugs must be made to Express Scripts Holding Company at the following address:

Express Scripts Holding Company
P.O. Box 14711
Lexington, KY 40512-4711

Claim forms are available at: www.Express-Scripts.com

b. Timing of Initial Claim Decision

Once a Claim is submitted, the appropriate Claims Administrator will review the Claim and make a decision. Claims will be decided within different time frames depending on the nature of the Claim, as described below. If You do not receive a notice of the decision of the Claim within the applicable time period provided below, You will be deemed to have exhausted the claim and appeal process available under the Plan and shall be entitled to an external review or to pursue any available remedies under applicable law, such as judicial review.

Urgent Care Claim: If your Claim involves urgent care, You or your authorized representative will be notified of the Plan's initial decision on the Claim, whether adverse or not, as soon as possible, taking into account the medical exigencies. For Claims filed prior to July 1, 2011, the Claims Administrator must notify You of the decision no more than 72 hours after receiving the Claim. For Claims filed on or after July 1, 2011, the Claims Administrator must notify You of the decision no more than 24 hours after receiving the Claim. If the Claim does not include sufficient information for the Claims Administrator to make an intelligent decision, You or your representative will be notified within 24 hours after receipt of the

Claim of the need to provide additional information. You will have at least 48 hours to respond to this request. The Claims Administrator then must inform You of its decision within 48 hours of the earlier of receiving the additional information or the end of the end of the period You are given to provide the additional information.

Pre-Service Claim: If your Claim is for a pre-service authorization, the Claims Administrator will notify You of its initial determination, whether adverse or not, as soon as possible, but not more than 15 days from the date it receives the Claim. This 15-day period may be extended by the Claims Administrator for an additional 15 days if the extension is required due to matters beyond the Claims Administrator's control. You will have at least 45 days to provide any additional information requested of You by the Claims Administrator.

Post-Service Claim: If your Claim is a Post-Service Claim, You are entitled to receive a written notice from the Claims Administrator, within 30 days of filing your Claim, telling You whether your Claim is to be allowed in whole or in part, or denied. If special circumstances require a period of more than 30 days to decide your Claim, this time limit may be extended by an additional 15 days, and You will be notified of the extension within 30 days after You have filed your Claim. You will also have at least 45 days to provide any additional information requested by the Claims Administrator.

Concurrent Care Claim: If You have been approved to receive an ongoing course of treatment over a period of time or number of treatments, any termination or reduction will be considered a Concurrent Care Claim denial. The Claims Administrator will notify You of a reduction or termination of concurrent care benefits as soon as possible, but in any event early enough to allow You to have an appeal decided before the applicable benefit is reduced or terminated. The Claims Administrator will decide any Concurrent Care Claim that involves urgent care to extend or continue a course of treatment beyond the initial period of time or number of treatments within 24 hours if the Claim is received at least 24 hours prior to the expiration of the approved treatment. No extensions are permitted. The Claims Administrator will decide any non-urgent Concurrent Care Claims to extend or continue a course of treatment beyond the initial period of time or number of treatments in accordance with the Pre-Service Claim or Post-Service Claim rules, as appropriate.

c. Claim Denial

If your Claim is denied, in whole or in part, You will receive a written notice of the Plan's decision. This notice will include:

- The specific reason(s) for the denial, which, effective July 1, 2011, must include the denial code, the meaning of this code, and the standard, if any, that was used in denying the claim;
- The specific Plan provision(s) on which the denial is based;
- Any additional information needed to make your application for benefits acceptable and the reason this information is necessary;
- The procedure for requesting a review and the time limits applicable to such procedures, including a statement of your right to an external review;
- If an internal rule, guideline, or protocol was relied upon to determine a Claim, either a copy of the actual rule, guideline, or protocol, or a statement that the rule, guideline, or protocol was relied upon to determine the Claim will be provided to You free of charge upon request;
- If the decision is based on medical necessity or experimental treatment or a similar exclusion or limit, an explanation of the scientific or clinical judgment for the determination based on the terms of the Plan and your medical circumstances, or a statement that You can receive the explanation free of charge upon request;
- In the case of an Urgent Care Claim, an explanation of the expedited claim review procedure. The Claims Administrator may notify you of a decision involving urgent care orally within the required timeframe and follow-up with a written or electronic notice no later than three days after the notification; and
- Effective July 1, 2011, information sufficient to identify the Claim involved, including the date of service, the healthcare provider, the Claim amount (if applicable), the diagnosis code, the treatment code, and the corresponding meanings of these codes;
- Effective July 1, 2011, information about the availability of, and contact information for, any applicable office of health insurance consumer assistance or ombudsman who can assist You with internal claims and appeals and external review processes.

d. Internal Appeal Procedure

If You disagree with the initial claim decision, there is a review procedure. You, your beneficiary or authorized representative must follow. Under this procedure You can get a review of your benefit decision. You must also follow this procedure to appeal any rescission of coverage. A rescission is a retroactive termination of coverage for a reason other than your failure to timely pay required monthly rate for coverage. A rescission is permitted if You (or an individual seeking coverage on your behalf) performs an act, practice, or omission that constitutes fraud or make an intentional misrepresentation of material fact.

All appeals must be made to the Claims Administrator pursuant to the procedure described in the denial letter (see the "Claims Administrators" section below). The Plan generally requires two levels of internal appeal. If, after exhausting two levels of appeals, You are not satisfied with the final determination, You are entitled to request an external review of your Claim unless the Claim relates to your eligibility under the Plan. If your Claim involves urgent care or an ongoing course of treatment, You may be entitled to an expedited external review at the same time as the internal appeals process. See the "External Review" section below for additional information. Any questions about the process for requesting review should be addressed to the Claims Administrator (see the "Claims Administrators" section below).

Here is some relevant information about the internal appeal procedure:

You must submit a written request to the Claim Administrator for the review of the denial in accordance with the procedures set forth in the notice of denial;

- You will be given reasonable access to, and copies of, all documents relevant to the Claim, free of charge;
- You will be permitted to review the Claim file and to present evidence and testimony;
- If any new or additional evidence is considered, relied upon, or generated by the Plan (or at the direction of the Plan) or if the Plan's decision is based on a new rationale, then You will be provided with such evidence or rationale, free of charge, as soon as possible and sufficiently in advance of the date by which the Plan is required to decide the final appeal (in order to provide You with a reasonable opportunity to respond prior to such date);
- You may submit documents, issues and comments in writing - these will be reviewed even if they were not considered in the initial claim determination;
- You may have your Claim reviewed by a healthcare professional retained by the Claims Administrator if the denial was based on a medical judgment (this individual will not have participated in the initial denial); and
- You may request and be provided with the identification of any medical or vocational experts whose advice was obtained on behalf of the Claims Administrator in connection with the Claim, even if this advice was not relied upon;
- If your appeal involves reducing or terminating an ongoing course of treatment, the Plan will provide continued coverage during the internal appeal process; and
- Effective July 1, 2011, if the Plan fails to strictly adhere to all the requirements of the internal claim and appeal procedures set forth above, You will be deemed to have exhausted the internal claim and appeal procedures and may initiate an external review (as described below) and pursue any remedies available under applicable law, such as a judicial review.

The review of a Claim denial during the internal appeal will be conducted by a Plan fiduciary who will not be the individual who made the initial adverse benefit determination, nor the subordinate of such individual. This fiduciary will not give deference to the initial Claim denial or initial appeal decision. A review decision on your appeal must be made according to the following timetable:

Urgent Care Appeals - If an Urgent Care Claim is denied, one level of appeal is allowed. You will be given 180 days to appeal. Urgent care appeals may be submitted orally or in writing. Any urgent care appeals received will be decided within 72 hours of receipt, and You will be provided written or electronic notification of the appeal determination. Extensions beyond this time period will not be permitted.

Pre-Service Appeals - If a Pre-Service Claim is denied, two levels of appeal are allowed.

- First Level: You will be given 180 days to file a first level appeal. The first level of appeal will be decided within 15 days of its receipt. Extensions beyond this time period will not be permitted.

- **Second Level:** If your Claim is denied on the first level of appeal, You will be given a reasonable period of time specified in the denial notice, not to exceed 180 days, to appeal such decision to the second level of appeal. Any final second level of appeal will be decided within 15 days of its receipt. Extensions beyond this time period will not be permitted.

Post-Service Appeals - If a Post-Service Claim is denied, two levels of appeal are allowed.

- **First Level:** You will be given 180 days to file a first level appeal. The first level of appeal will be decided within 30 days of its receipt. Extensions beyond this time period will not be permitted.
- **Second Level:** If your claim is denied on the first level of appeal, You will be given a reasonable period of time specified in the denial notice, not to exceed 180 days, to appeal such decision to the second appeal level. Any final second level of appeal will be decided within 30 days of its receipt. Extensions beyond this time period will not be permitted.

Concurrent Care Appeals - Any concurrent care appeal to extend or continue a course of treatment beyond the initial period of time or number of treatments will be decided in accordance with the rules for appealing Urgent Care, Pre-Service or Post-Service Claims set forth above, as applicable. Urgent concurrent care appeals may be oral or in writing.

e. Internal Appeal Denials

If your Claim is denied during the first or second level of appeal, in whole or in part, the written notice of the Plan's decision will include:

- The specific reason(s) for the decision, which, effective July 1, 2011, must include the denial code, the meaning of this code, the standard, if any, that was used in denying the Claim, and a discussion of the decision;
- The specific Plan provision(s) on which the denial is based;
- A statement that you are entitled to have access to, and copies of, all documents relevant to your Claim free of charge;
- A description of your right to initiate a second level of internal appeal (if applicable) and your right to bring an external review;
- If an internal rule, guideline, or protocol was relied upon to determine a Claim, either a copy of the actual rule, guideline, or protocol, or a statement that the rule, guideline, or protocol was relied upon to determine the Claim and will be provided to You free of charge upon request;
- If the decision is based on medical necessity or experimental treatment or a similar exclusion or limit, an explanation of the scientific or clinical judgment for the determination based on the terms of the Plan and your medical circumstances, or a statement that You can receive the explanation free of charge upon request;
- A statement informing You that other voluntary alternative dispute resolution options, such as mediation, may be available;
- Effective July 1, 2011, information sufficient to identify the Claim involved, including the date of service, the healthcare provider, the claim amount (if applicable), the diagnosis code, the treatment code, and the corresponding meanings of these codes.
- Effective July 1, 2011, information about the availability of, and contact information for, any applicable office of health insurance consumer assistance or ombudsman established under Section 2793 of the Public Health Service Act to assist You with internal claims and appeals and external review processes.

f. Conflicts of Interest

All claims and appeals will be decided fairly and impartially. That means that the Plan will not make any decisions affecting the person(s) involved in deciding your Claim (such as decisions relating to hiring, compensation, termination, or promotion) based on the likelihood that that person will deny your Claim.

B. External Review

1. Eligibility for an External Review

If, after exhausting all available internal appeals, You are not satisfied with the final determination, You may request an external review in accordance with the procedures set forth in the denial notice. You must satisfy the following requirements to be eligible for an external review:

- You must have been covered under the Plan at the time the healthcare item or service was requested or provided, as applicable;
- The adverse benefit determination must not relate to your failure to satisfy the requirements for eligibility under the terms of the Plan;
- You must exhaust the Plan's internal claim and appeal procedures (described above) unless You qualify for an expedited external review as described below or unless the Claim is incurred on or after July 1, 2011 and these procedures are deemed exhausted as a result of the Plan's failure to strictly adhere to the internal claim and appeal procedures described above; and
- You must provide all the information and forms required to process an external review.

2. Timing for Filing an External Review

If You are eligible for an external review, You must file a request for external review within four months after the date You receive a final denial notice. If there is no corresponding date four months after You receive notice, then the request must be filed by the first day of the fifth month following the date You receive notice. For example, if You receive a final denial notice on October 30, You must file your external review request by March 1 (because there is no February 30). If the last filing date would fall on a Saturday, Sunday, or Federal holiday, the last filing date is extended to the next business day.

3. Expedited External Reviews

You are entitled to request an expedited external review under the following circumstances:

- If the Claim involves a medical condition for which the timeframe for completion of an expedited internal appeal would seriously jeopardize your life, health, or ability to regain maximum function, You may request an expedited external review after the initial claim denial or after a denial on either level of appeal; or
- If the Claim concerns an admission, availability of care, continued stay, or healthcare item or service for which You received emergency services, but have not been discharged from a facility, You may request an expedited external review after the denial of the Claim after a denial on the final level of internal appeal.

4. External Review Procedure

Within five business days following the date of receipt of your external review request (or immediately after receiving your request for expedited external review), the Claims Administrator must complete a preliminary review to determine whether You are eligible for an external review. Within 1 business day after completing the preliminary review (or immediately upon completing the preliminary review of a request for an expedited external review), the Plan must provide You with a written notification with the following information:

- If the request is complete but the Claim is not eligible for external review, the notification will include the reasons for its ineligibility and contact information for the Employee Benefits Security Administration (toll-free number 866-444-EBSA (3272)).
- If the request is not complete, the notification will describe the information or materials needed to make the request complete and the Plan must allow You to submit this information or material within the four-month filing period or within the 48-hour period following the receipt of the notification, whichever is later.

All timely-filed requests that are eligible for an external review will be assigned to a properly accredited independent review organization ("IRO"). In order to remove any bias and ensure independence, the Claims Administrators for the medical and

prescription drug components of the Plan will each contract with at least 3 IROs on behalf of the Plan and will incorporate an independent, unbiased method for assigning claims to the IROs. The IRO will not be eligible for any financial incentives based on the likelihood that it will support the denial of benefits.

After the Claim is assigned to the IRO, the IRO will send You a written notice stating that the Claim is eligible and has been accepted for external review and a statement permitting You to submit additional information in writing within 10 business days of the date You receive such notice. The IRO is not required to accept additional information after 10 business days.

The Plan must provide the IRO with the documents and information considered in the Claim or appeal denial within 5 business days after the date the IRO is assigned the Claim (or in the case of an expedited external review, the Plan must provide this information electronically, by telephone, by facsimile, or some other expeditious method). If the Plan fails to do so, the IRO may reverse the denial of your Claim. The Claims Administrators will provide the IRO with the documentation. GuideStone will also receive a copy of documentation sent to an IRO for medical benefits appeals.

If You submit any additional information to the IRO, the IRO must forward it to the Claims Administrator within 1 business day of receipt of the additional information. The Claims Administrator must then reconsider the denial of your Claim or appeal that is the subject of the external review. The reconsideration will not delay the external review. If the Claims Administrator decides to reverse its decision based on the additional information, the Claims Administrator must notify You and the IRO within 1 business day of such decision and the external review may be terminated.

The IRO will review all of the information and documents timely received. In reaching a decision, the IRO will not be bound by any decisions or conclusions reached during the Plan's internal claim and appeal process. The IRO will utilize legal experts where appropriate to make coverage determinations under the Plan. In addition to the documents and information provided, the IRO may consider the following information in reaching a decision to the extent it is available and appropriate:

- Your medical records;
- The attending healthcare professional's recommendation;
- Reports from appropriate healthcare professionals and other documents submitted by the Plan, You or your treating provider;
- The terms of the Plan;
- Appropriate practice guidelines, which must, at a minimum, include applicable evidence-based standards;
- Any applicable clinical review criteria developed and used by the Plan, unless the criteria are inconsistent with the terms of the Plan or with applicable law; and
- The opinion of the IRO's clinical reviewer(s) after considering relevant information described above.

5. External Review Decisions

The IRO must provide You with written notice of its decision within 45 days after it receives your request for external review. In the case of an expedited external review, the IRO must provide notice of its decision as quickly as your medical condition or circumstances require, but in no event more than 72 hours after the IRO receives your request for expedited external review. If the notice is not in writing, the IRO must provide You with written notice within 48 hours after providing notice of its decision. The written notice for all decisions must include the following:

- A general description of the reason for the external review request, including information identifying the Claim (including the date(s) of the Service, the healthcare provider, the Claim amount (if applicable), the diagnosis code and its corresponding meaning, the treatment code and its corresponding meaning, and the reason for the previous denial);
- The date the IRO received the assignment to conduct the external review and the date of the IRO's decision;
- The evidence or documentation the IRO considered in reaching its decision;
- The principal reason or reasons for the IRO's decision, including its rationale and any evidence-based standards that were relied upon in making the decision;

- A statement that the determination is binding except to the extent that other remedies may be available under State or Federal law to either the group health plan or to You;
- A statement that judicial review may be available to You; and
- Current contact information, including a phone number, for any applicable office of health insurance consumer assistance or ombudsman.

The IRO must maintain records of all Claims and notices associated with the external review for 6 years following its decision. These records will be made available upon request for examination by You, the Plan, or State or Federal oversight agencies, except where such disclosure would violate State or Federal privacy laws.

If the IRO reverses the Claim or appeal denial, the Plan must immediately provide You coverage or payment for the Claim.

C. Exhaustion of Review Remedies

You must properly file a Claim for benefits, and complete all steps in the appeal process described in this section before seeking a review of your Claim for benefits in a court of law. The decision of the IRO shall be the final decision of the Plan. After the IRO makes its final decision, You may seek judicial remedies in accordance with your rights. No legal action may be started more than two years after a Claim is required to be filed under the terms of the Plan.

D. Effect of Decisions

GuideStone, the Claims Administrators, and the applicable IRO have the power, including, without limitation, discretionary power, to make all determinations that the Plan requires for its administration, and to construe and interpret the Plan whenever necessary to carry out its intent and purpose to and to facilitate its administration, including, but not by way of limitation, the discretion to grant or deny claims for benefits under the Plan. All such rules, regulations, determinations, constructions and interpretations made by GuideStone, the Claims Administrator, and the applicable IRO will be conclusive and binding.

E. Claims Administrators

Below is contact information for each of the Claims Administrators for the Plan:

Eligibility Appeals

Senior Manager Customer Service
Insurance Operations Department
GuideStone Financial Resources
2401 Cedar Springs Rd.
Dallas, Texas 75201-1498
888-984-8433

Medical Benefits Appeals

Highmark Blue Cross Blue Shield
P. O. Box 1210
Pittsburgh, PA 15230-1210
866-472-0924

Prescription Drug Appeals

Medco Health Solutions, Inc.
P.O. Box 14711
Lexington, KY 40512-4711
Attn: Appeals
800-555-3432

F. Facility of Payment

The Plan will normally pay all benefits to You. However, if the claimed benefits result from a Dependent's Sickness or Injury, the Plan may make payment to the dependent. Also, in the special instances listed below, payment will be as indicated. All payments so made will discharge the Plan to the full extent of those payments.

- If payment amounts remain due upon your death, those amounts may, at the Plan's option, be paid to your estate, Spouse, Child, parent, or Provider of medical and dental Services.
- If the Plan believes a person is not legally able to give a valid receipt for a benefit payment, and no guardian has been appointed, the Plan may pay whoever has assumed the care and support of the person.
- Benefits payable to a Network Provider will be paid directly to the Network Provider on behalf of You or a dependent.
- Benefits payable to a Transplant Network Provider will be paid directly to the Provider.

G. Medical Examinations

The Plan may have the person whose expense is the basis for the Claim examined by a Physician. The Plan will pay for these examinations and will choose the Physician to perform them.

H. Plan's Right to Recover Overpayments

If the Plan pays You or someone else more than it should have paid for any reason, it has the right to be repaid for these overpayments.

The Plan may recover the overpayments from:

- The person to or for whom the Plan paid the excess amount.
- Insurance companies.
- Other organizations.

The Plan also has the right to be repaid the reasonable cash value of any benefits it provides in the form of Service.

Appendix 2: Inter-Plan Programs Provisions

Inter-Plan Programs

Out-of-Area Services

Highmark has a variety of relationships with other Blue Cross and/or Blue Shield licensees referred to generally as "Inter-Plan Programs." Whenever members access healthcare services outside the geographic area Highmark serves, the claim for those services may be processed through one of these Inter-Plan Programs and presented to Highmark for payment in accordance with the rules of the Inter-Plan Programs policies then in effect.

Typically, members, when accessing care outside the geographic area Highmark serves, should obtain care from healthcare providers that have a contractual agreement (i.e., are "participating providers") with the local Blue Cross and/or Blue Shield Licensee in that other geographic area ("Host Blue"). In some instances, members may obtain care from non-participating healthcare providers. Highmark's payment practices in both instances are described below.

BlueCard® Program

Under the BlueCard® Program, when members access covered services within the geographic area served by a Host Blue, Highmark will remain responsible to the group for fulfilling Highmark's contractual obligations. However, in accordance with applicable Inter-Plan Programs policies then in effect, the Host Blue will be responsible for contracting with and handling substantially all interactions with its participating healthcare providers.

Whenever members access covered services outside the area Highmark serves and the claim is processed through the BlueCard Program, the amount members pay for covered services is calculated based on the **lower** of:

- The billed charges for covered services, or
- The negotiated price that the Host Blue makes available to Highmark.

Often, this "negotiated price" will be a simple discount which reflects the actual price that the Host Blue pays to the member's healthcare provider. Sometimes, it is an estimated price that takes into account special arrangements with the healthcare provider or provider group that may include types of settlements, incentive payments and/or other credits or charges. Occasionally, it may be an average price, based on a discount that results in expected average savings for similar types of healthcare providers after taking into account the same types of transactions as with an estimated price.

Estimated pricing and average pricing, going forward, also take into account adjustments to correct for over- or underestimation of modifications of past pricing for the types of transaction modification noted above. However, such adjustments will not affect the price Highmark uses for the claim because these adjustments will not be applied retroactively to claims already paid.

Laws in a small number of states may require the Host Blue to add a surcharge to the calculation. If any state laws mandate other liability calculation methods including a surcharge, Highmark would then calculate member liability for any covered services according to applicable law.

Negotiated National Account Arrangements

As an alternative to the BlueCard Program, a member's claims for covered services may be processed through a negotiated national account arrangement with a Host Blue.

If Highmark has arranged for a Host Blue to make available a custom healthcare provider network in connection with this contract, then the terms and conditions set forth in Highmark's negotiated national account arrangements with such Host Blue shall apply.

Member liability calculation will be based on the lower of either billed covered charges or negotiated price made available to Highmark by the Host Blue that allows members access to negotiated participation agreement networks of specified participating healthcare providers outside of the geographic area Highmark serves.

Non-Participating Health Care Providers Outside of the Geographic Area Highmark Serves

Member Liability Calculation

When covered services are provided outside of the geographic area Highmark serves by non-participating healthcare providers, the amount a member pays for such services will generally be based on the Host Blue's non-participating healthcare provider local payment unless otherwise specified under the terms of this contract or as required by applicable state law. In these situations, the member may be responsible for the difference between the amount that the non-participating healthcare provider bills and the payment Highmark will make for the covered services as set forth in this paragraph.

Exceptions

In some exception cases, Highmark may pay claims from non-participating healthcare providers outside of the geographic area Highmark serves based on a case-specific negotiated rate in situations where, for example, a member did not have reasonable access to a participating provider, as determined by Highmark in Highmark's sole and absolute discretion or by applicable state law. In any of these exception situations, the member may be responsible for the difference between the amount that the non-participating healthcare provider bills and the payment Highmark will make for the covered services as set forth in this paragraph.

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