



StayWell
INSURANCE



GOLD 12

HEALTH PLAN

The StayWell Gold 12 Plan provides coverage with either fixed co payments or 20% co-insurance depending on the service rendered. Certain benefits offered in this Gold 12 Plan are subject to limitations. When seeing a Participating Provider, Gold 12 Plan members are required to pay the applicable co-payment before StayWell pays the eligible charges. While members have the provider freedom of choice and may see any doctor anywhere in the world, StayWell highly encourages its members to seek care within the network of Participating Providers. By staying within the network, members will save a substantial amount of money. Additionally, members have the freedom to see any doctor without a referral.

See how far we'll go.



Island Home Insurance
Company





2024 GOLD 12 – SCHEDULE OF BENEFITS

YOUR BENEFITS: WHAT STAYWELL COVERS	PARTICIPATING PROVIDERS		NON-PARTICIPATING PROVIDERS
LIFETIME MAXIMUM	UNLIMITED		
ANNUAL MAXIMUM	UNLIMITED		
ANNUAL OUT OF POCKET MAXIMUM	MEDICAL	PRESCRIPTION DRUGS	There are no Out of Pocket Maximums at Non-Participating Providers*
Per Individual member per Plan Year	\$2,900.00	\$2,900.00	
Per Family per Plan Year	\$8,700.00	\$8,700.00	

*except as specifically provided by law

DEDUCTIBLE AND CO-PAY DO NOT APPLY TO THESE BENEFITS WHEN YOU GO TO A PARTICIPATING PROVIDER	PARTICIPATING PROVIDERS	NON-PARTICIPATING PROVIDERS
PREVENTIVE SERVICES (Outpatient Only) In accordance with guidelines by U.S. Preventive Services Task Force with Grades A & B recommendations WELL-ADULT CARE <ul style="list-style-type: none">• Blood Pressure Screening• Cholesterol Screening• Colon Cancer Screening• Immunizations• Tobacco Use Screening	Plan pays 100%	Not Covered
WELL-BABY / WELL- CHILD CARE <ul style="list-style-type: none">• Infancy (less than 1 year old) – maximum 7 visits per Plan Year• Early Childhood (1 to 4 years old) – maximum 7 visits per Plan Year• Middle Childhood/Adolescence (5 to 17 years old) – maximum 1 visit per Plan Year	Plan pays 100%	Not Covered
WELL-WOMAN CARE <ul style="list-style-type: none">• Breast Cancer Mammography Screening• Breast Feeding Support & Counseling• Breast Pump (Limited to one breast pump kit per year up to \$150.00)• Cervical Cancer Screening• Contraception• Well Women Visits• Pre-natal Care including routine labs	Plan pays 100%	Not Covered
IMMUNIZATIONS / VACCINATIONS	Plan pays 100%	Not Covered

MEDICAL BENEFITS	PARTICIPATING PROVIDERS For ALL services at Guam Regional Medical City (GRMC), Plan pays 80% and Member pays 20%, subject to Plan Benefit limitations and maximums	NON-PARTICIPATING PROVIDERS
AIRFARE: To Center of Excellence only Plan approval is required and Covered Person must meet qualifying conditions	Plan pays 100%	Not Covered
ALLERGY TESTING AND TREATMENT Maximum of \$500.00 per Covered Person per Plan Year	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
AMBULATORY SURGICAL CENTER CARE Pre-certification required	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
BREAST RECONSTRUCTIVE SURGERY In accordance with 1998 W.H.C.R.A.	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
BLOOD ADMINISTRATION	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%

*Services from a Non-Participating Provider will be paid based on Eligible charges as defined by the group contract. **Payment for Emergency Services from a Non-Participating Provider is subject to PPACA emergency services as specified in the group contract. This handbook is for informational purposes only. Its contents are subject to the provisions of the Group Contract between the Employer and StayWell Insurance/IHIC. In the event of a discrepancy between this handbook and the contract, the terms of the contract will prevail. SW PLTRGV1 01/2024

MEDICAL BENEFITS	PARTICIPATING PROVIDERS For ALL services at Guam Regional Medical City (GRMC), Plan pays 80% and Member pays 20%, subject to Plan Benefit limitations and maximums	NON-PARTICIPATING PROVIDERS
BLOOD AND BLOOD DERIVATIVES \$2,000.00 annual maximum	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
CARDIAC SURGERY • \$50,000.00 annual maximum • Additional \$150,000.00 at a Center of Excellence • Maximum to include all services related to and any complications arising out of or resulting from the surgery • No annual maximum at a Center of Excellence in the Philippines	Plan pays 100% after Member pays \$12.00 co-pay for professional fee; Plan pays 80%; Member pays 20% for facility fee Plan pays 100% at a Center of Excellence	Plan pays 70%; Member pays 30%
CHEMICAL DEPENDENCY \$8,000.00 annual maximum	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
CHIROPRACTIC CARE/ACUPUNCTURE \$25.00 maximum per visit, subject to 12 visits maximum (combined)	Plan pays 100%	Plan pays 70%; Member pays 30%
CHRONIC ORTHOPEDIC CONDITION \$10,000.00 annual maximum Pre-certification required	Plan pays 100% after Member pays \$12.00 co-pay for professional fee; Plan pays 80%; Member pays 20% for facility fee	Plan pays 70%; Member pays 30%
CIRCUMCISION (within 30 days of date of birth)	Plan pays 100% after Member pays \$12.00 co-pay	Plan pays 70%; Member pays 30%
CONGENITAL ABNORMALITIES AND/OR COMPLICATIONS OF NEWBORN CARE AND INFANCY CARE • Combined \$20,000.00 annual maximum • Additional \$30,000.00 at a Center of Excellence	Plan pays 100% after Member pays \$12.00 co-pay for professional fee; Plan pays 80%; Member pays 20% for facility fee Plan pays 100% at a Center of Excellence	Plan pays 70%; Member pays 30%
DIABETIC SUPPLIES (Glucometer, Strips, Lancets)	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
DIAGNOSTIC TESTING Pre-certification required (Outpatient MRI/CT Scan is limited to two tests per contract period per anatomical region)	Plan pays 80%; Member pays 20%; Plan pays 100% at Centers of Excellence in the Philippines	Plan pays 70%; Member pays 30%
DOCTOR'S OFFICE VISIT	Plan pays 100% after Member pays \$12.00 co-pay; Plan pays 100% at a Center of Excellence in the Philippines	Plan pays 70%; Member pays 30%
DURABLE MEDICAL EQUIPMENT Pre-certification required • Rental of crutches, wheelchair or bed • 90 day maximum	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
EMERGENCY CARE	Plan pays 80%; Member pays 20%	Plan pays 80%; Member pays 20%
EYE EXAMS (Refraction) \$50.00 annual maximum	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
HOME HEALTH CARE 15 visits annual maximum	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
HOSPICE CARE Maximum paid of \$50.00 per day, 180 days per lifetime One confinement per lifetime	Plan pays 100%	Plan pays 70%; Member pays 30%
HOSPITAL (Outpatient Services)	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%

*Services from a Non-Participating Provider will be paid based on Eligible charges as defined by the group contract. **Payment for Emergency Services from a Non-Participating Provider is subject to PPACA emergency services as specified in the group contract. This handbook is for informational purposes only. Its contents are subject to the provisions of the Group Contract between the Employer and StayWell Insurance/IHIC. In the event of a discrepancy between this handbook and the contract, the terms of the contract will prevail. SW PLTRGV1 01/2024

MEDICAL BENEFITS	PARTICIPATING PROVIDERS For ALL services at Guam Regional Medical City (GRMC), Plan pays 80% and Member pays 20%, subject to Plan Benefit limitations and maximums	NON-PARTICIPATING PROVIDERS
HOSPITALIZATION (In Service Area)	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
HOSPITALIZATION (Out of Service Area)	Plan pays 80%; Member pays 20%; Plan pays 100% at a Center of Excellence	Plan pays 70%; Member pays 30%
IMPLANTS/RECONSTRUCTIVE SURGERY Limited to cardiac pacemakers, cardiac stents, and breast implants as required by WHCRA of 1998. • Cardiac pacemakers will be paid at lesser of negotiated fee or billed charge up to a maximum of \$20,000.00 if service is rendered in the United States, including the US territories or \$10,000.00 elsewhere. • Cardiac stent will be paid at lesser of negotiated fee or billed charge up to a maximum of \$1,950.00 per stent.	Plan pays 80%; Member pays 20%; Plan pays 100% at a Center of Excellence, subject to applicable maximums	Plan pays 70%; Member pays 30%, subject to applicable maximums
INJECTIBLES AND SUPPLIES DISPENSED AT PHARMACY	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
LABORATORY (Outpatient Services)	Plan pays 100% after Member pays \$12.00 co-pay	Plan pays 70%; Member pays 30%
MATERNITY CARE (Subscriber or Spouse) Delivery	Plan pays 100% after Member pays \$12.00 co-pay for professional fee; Plan pays 80%; Member pays 20% for facility fee	Plan pays 70%; Member pays 30%
MATERNITY CARE (Subscriber or Spouse) Postnatal Care	Plan pays 100% after Member pays \$12.00 co-pay for professional fee	Plan pays 70%; Member pays 30%
MENTAL HEALTH CARE (Inpatient)	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
MENTAL HEALTH CARE (Outpatient)	Plan pays 100% after Member pays \$12.00 co-pay for first 20 visits; Plan pays 50%; Member pays 50% after the 20 th visit	Plan pays 50%; Member pays 50%
MENTAL HEALTH CARE (Autism Spectrum Disorder) In accordance with Public Laws 34-06 and 35-19 • Covered Persons under age 16 \$75,000.00 annual maximum • Covered Persons ages 16 to 20 \$25,000.00 annual maximum Applies only to groups with at least 10 employees Pre-certification required Limited to Guam Participating Providers only	Outpatient Services: Plan pays 100% after Member pays \$12.00 co-pay for first 20 visits; Plan pays 50%; Member pays 50% after the 20 th visit; Inpatient Services: Plan pays 80%; Member pays 20%; Prescription Drugs: Please refer to Prescription Drugs member share below	Not Covered
NEWBORN CARE (at Hospital after delivery)	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
NUCLEAR MEDICINE \$100,000.00 annual maximum	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
ORGAN TRANSPLANT (Cornea, heart, lung, kidney, pancreas, liver, intestinal and bone marrow) \$25,000.00 annual maximum Pre-certification required	Plan pays 80%; Member pays 20% Covered at Company designated transplant Participating Provider only	Not Covered

*Services from a Non-Participating Provider will be paid based on Eligible charges as defined by the group contract. **Payment for Emergency Services from a Non-Participating Provider is subject to PPACA emergency services as specified in the group contract. This handbook is for informational purposes only. Its contents are subject to the provisions of the Group Contract between the Employer and StayWell Insurance/IHIC. In the event of a discrepancy between this handbook and the contract, the terms of the contract will prevail. SW PLTRGV1 01/2024

MEDICAL BENEFITS	PARTICIPATING PROVIDERS For ALL services at Guam Regional Medical City (GRMC), Plan pays 80% and Member pays 20%, subject to Plan Benefit limitations and maximums			NON-PARTICIPATING PROVIDERS
OUTPATIENT EXECUTIVE CHECK UP (ECU): At Centers of Excellence in the Philippines only Maximum of \$300.00 per Covered Person	Plan pays 100%			Not Covered
PHYSICAL THERAPY Neuromuscular Rehabilitation Maximum of 90 days from date of first visit	Plan pays 80%; Member pays 20% for first 20 visits; Plan pays 50%; Member pays 50% after the 20 th visit			Plan pays 70%; Member pays 30% for the first 20 visits; Plan pays 50%; Member pays 50% after the 20 th visit
PRESCRIPTION DRUGS Limited to generic drugs only unless otherwise medically justified by your doctor and approved by Company	Retail	Retail 90	Mail Order (maintenance drugs only)	
<ul style="list-style-type: none"> Formulary Generic Drugs 	Plan pays 100% after Member pays \$5.00 co-pay	Requires an initial 30-day fill at Retail. For the 90-day fill, Member pays: (i)\$5.00 for the first month supply of the 90-day fill (ii)\$5.00 for the second month supply of the 90-day fill (iii)\$2.50 for the third month supply of the 90-day fill	Plan pays 100%	Plan pays 70%; Member pays 30% (retail only)

MEDICAL BENEFITS	PARTICIPATING PROVIDERS For ALL services at Guam Regional Medical City (GRMC), Plan pays 80% and Member pays 20%, subject to Plan Benefit limitations and maximums			NON-PARTICIPATING PROVIDERS
<ul style="list-style-type: none"> Formulary Brand Name Drugs 	Plan pays 100% after Member pays \$15.00 co-pay	Requires an initial 30-day fill at Retail. For the 90-day fill, Member pays: (i) \$15.00 for the first month supply of the 90-day fill (ii) \$15.00 for the second month supply of the 90-day fill (iii) \$7.50 for the third month supply of the 90-day fill	Plan pays 100%	Plan pays 70%; Member pays 30% (retail only)
<ul style="list-style-type: none"> Non-Formulary Drugs 	Plan pays 50%; Member pays 50%	Not Covered	Plan pays 50%; Member pays 50%	Plan pays 30%; Member pays 70% (retail only)
<ul style="list-style-type: none"> Specialty Drugs (Except Biologics and Biosimilars) Pre-certification required	Plan pays 100% after Member pays \$250.00 co-pay	Not Covered	Not Covered	Not Covered
<ul style="list-style-type: none"> Biologics and Biosimilars Pre-certification required \$100,000.00 annual maximum (If several Plan benefit limitations bear on a Covered Service, the lowest Plan benefit limitation shall apply.)	Plan pays 100% after Member pays \$250.00 co-pay	Not Covered	Not Covered	Not Covered
PRESCRIPTION DRUGS <ul style="list-style-type: none"> Non Self-Administered Cancer Chemotherapy and Non Self-Administered Cancer Biologic Therapy Drugs Pre-certification required \$100,000.00 Biologics and Biosimilar annual maximum above applies if the drug is Biologic or Biosimilar	Plan pays 100% after Member pays \$250.00 co-pay			Not Covered

MEDICAL BENEFITS	PARTICIPATING PROVIDERS For ALL services at Guam Regional Medical City (GRMC), Plan pays 80% and Member pays 20%, subject to Plan Benefit limitations and maximums	NON-PARTICIPATING PROVIDERS
PROSTATE CANCER SCREENING – Prostate Specific Antigen (PSA) For men age 40-49 at high risk for prostate cancer; For men age 50 to 75	Plan pays 100% for PSA screening test performed during annual preventive exam	Not Covered
RADIATION THERAPY \$100,000.00 annual maximum	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
SKILLED NURSING FACILITY 60 days annual maximum	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
TELEHEALTH Payable only if Services are received through Company approved program and designated Participating Providers	Plan pays 100% after Member pays \$12.00 co-pay; Plan pays 100% at a Center of Excellence in the Philippines	Not Covered
URGENT CARE	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
VASECTOMY	Plan pays 80%; Member pays 20%	Plan pays 70%; Member pays 30%
X-RAY (Plain Film)	Plan pays 100% after Member pays \$12.00 co-pay	Plan pays 70%; Member pays 30%
WELLNESS Must be a Company approved Wellness program	For first \$200.00, Plan pays 80%; Member pays 20% After first \$200.00, Plan pays 50% Member pays 50%	Not Covered

Member

RIGHTS & RESPONSIBILITIES

RIGHTS

As a valued StayWell Member, you have the right to:

- Be treated with respect, consideration, and dignity regardless of race, religion, national origin, gender, cultural background, educational or economic status, age, sexual orientation, type of illness, or mental or physical disability.
- Privacy and confidentiality of health information. Member disclosures and records are treated confidentially. Members are given the opportunity to approve or refuse the release of records except when required by law.
- Receive information about the out-of-pocket share and fees you must pay.
- Receive information about your plan benefits, coverage, limitations, and exclusions.
- Be advised by a health care professional on how to schedule appointments and get health care during and after office hours, and for emergent care. This includes continuity of care.
- Obtain medically necessary emergency and urgent care.
- Know your access to out of area care and covered services, as applicable.
- Access the network for primary and specialty care, including behavioral/mental health care.
- Select and change providers within your plan's network. Refer to the provider directory for a list of all participating providers.
- Know the names, credentials, and qualifications of healthcare professionals providing your health treatment.
- Talk about appropriate or medically necessary care options, regardless of cost or coverage.
- Be informed if a healthcare professional plans to use an experimental treatment or procedure.
- You have the right to refuse to participate in research projects.
- Complete an advance directive, living will, or other directive, and to place that directive in your medical record.
- Actively participate in decisions that relate to your health and your medical care through discussions with your health care provider or through written advance directives.
- Receive complete information concerning your evaluation, diagnosis, treatment, and prognosis.
- Receive interpretive services, as necessary.
- File complaints or grievances about the plan, your provider, or care you receive.
- File an Appeal for reconsideration of an Adverse Determination of a health service request or benefit.
- Have any questions or concerns about your rights and protections answered by us.

RESPONSIBILITIES

As a valued StayWell Member, you are responsible to:

- Treat all healthcare providers, staff, and others with respect.
- Provide an accurate health history, including information about medications and over-the-counter products, dietary supplements, and allergies or sensitivities.
- Follow the treatment plan prescribed by your provider and to participate in your care.
- Inform your provider about any living will, medical power of attorney, or other directive that could affect your care.
- Accept personal financial responsibility for any charges not covered by insurance, if applicable.
- Be familiar with your coverage. Pay your premiums and any copayments, coinsurance, and deductibles you may owe.



Member **StayWell** ACCESS

WEB PORTAL

What is StayWell Access?

StayWell Access is an online web portal that gives members the ability to access coverage, benefits and claims information online **24-hours a day, 7-days a week.**

Follow the instructions below to connect to StayWell Access:

1. Visit www.staywellguam.com
2. Click on ACCESS at the top of the page
3. Select Member
4. Click on Register Account
5. Read the License Agreement
6. Select Accept and click Next
7. Log in with your 11-digit member ID (no spaces or dashes).

Members can view the following:

- ID card
- Current coverage and benefits
- Processed health claims
- Deductible and coinsurance/copayment
- Prior authorization requests
- Forms

Questions?

Contact StayWell Customer Care at (671) 477-5091
or by email at customercare@staywellguam.com





Get a one-time reimbursement
UP TO **\$500**

when traveling roundtrip to Centers of Excellence
in the Philippines for specific procedures

One (1) roundtrip Travel allowance per member per year

Procedures that **QUALIFY**

- Arthroscopy
- Cataract Extraction
- Cholecystectomy (Open/Endoscopic)
- Colonoscopy
- Cystoscopy/Cystourethroscopy
- Esophagogastroduodenoscopy (EGD)
- Extracorporeal Shock Wave Lithotripsy (ESWL)
- Transurethral Resection of Prostate (TURP)

ELIGIBILITY

Same as current airfare benefit
(with the exception of qualifying conditions).

- StayWell must be Primary Insurance Carrier
- Must be a StayWell member for 6 consecutive months
- Procedure to be done at Philippine Centers of Excellence
- Precertification required
- Member must be going to Philippine Center of Excellence for specific conditions.

Member may avail of Travel Allowance and existing airfare benefit within the same year provided all the qualifying conditions are met.

In the event that a member will be traveling to the Philippines Center of Excellence for two (2) different qualifying conditions (i.e. heart surgery and colonoscopy), only one (1) benefit (either airfare or travel allowance) will be paid.

How do I get my **REIMBURSEMENT?**

All official receipts and documents
must have claimant's name and

**MUST BE SUBMITTED WITHIN 30 DAYS
OF DATE OF RETURN TO GUAM.**

**Reimbursement upon submission of
original official receipts.**

These receipts and documents include:

- **Airfare Receipt**
lowest economy-class, direct roundtrip to
Center of Excellence in the Philippines
from Guam.
- **Airline Boarding Passes**
(To and from COE in the Philippines)
- **Official Hotel Receipt**

Reimbursement up to \$500 for airfare/lodging

- No reimbursement will be made for use of airline mileage and/or for complimentary lodging.
- Reimbursement for lodging up to 5 day maximum.
- Reimbursement for travel allowance will follow existing PTC reimbursement process.

This flyer is for informational purposes only.
Its contents are subject to the provisions of the StayWell/IHIC contract.
In the event of a discrepancy between this flyer and the contract, the terms of the contract will prevail.



520 Route 8, Maite Guam 96910 • (671) 477-5091

staywellguam.com



No benefits will be paid for Injury or Illness, (a) when the Covered Person is entitled to receive disability benefits or compensation (or forfeits his or her right thereto) under Worker's Compensation or Employer's Liability Law for such Injury or Illness or (b) when Services for an Injury or Illness are rendered to the Covered Person by any federal, state, territorial, municipal or other governmental instrumentality or agency without charge, or (c) when such Services would have been rendered without charge but for the fact that the person is a Covered Person under this Plan.

No benefits will be paid if any material statement made in an application for coverage, in enrollment of any Dependent or in any claim for benefits is false. Upon identifying any such false statement, Company shall give the Covered Person at least 30 days notice that his or her benefits have been suspended and that his or her coverage is to be terminated. If the false statement is fraudulent or is an intentional misrepresentation of a material fact, such termination shall be retroactive to the date coverage was provided or continued based on such fraudulent statement or intentional misrepresentation of material fact. If the false statement was not a fraudulent statement or intentional misrepresentation of a material fact, termination of coverage shall be effective no earlier than the date of suspension. The Covered Person may dispute any termination of coverage by filing an appeal under the member appeals process provided for in the Group Contract. If such an appeal is filed, the resolution of the matter shall be in accordance with the outcome of such appeals process. If no appeal is filed for any retroactive termination and Company paid benefits prior to learning of any such false statement, the Subscriber must reimburse the Company for such payment. Terminations of coverage shall be handled in accordance with the applicable claims procedure requirements of Section 2719 of PHSA, as added by PPACA. Retroactive terminations of coverage shall not be made if such would violate the applicable prohibitions on rescissions of Section 2712 of the PHSA, as added by PPACA, and rescissions shall be handled in compliance with PPACA's applicable claim denial requirements.

No benefits will be paid in connection with benefits available under the Federal Medicare program.

No benefits will be paid for confinement in a Hospital or in a Skilled Nursing Facility if such confinement is primarily for custodial or domiciliary care. (Custodial or domiciliary care includes that care which consists of training in personal hygiene, routine nursing services and other forms of self care. Custodial or domiciliary care also includes supervisory services by a Physician or Nurse for a person who is not under specific medical or surgical treatment to reduce his or her disability and to enable that person to live outside an institution providing such care.)

No benefits will be paid for Services in connection with any harm endured and illness precipitated or triggered due to the Covered Person engaging in illegal or unlawful actions, regardless of whether the Covered Person faces charges or is found guilty, whether the offense is a major crime or a minor misdemeanor, or when the Covered Person is involved in the commission of a felony. The determination of whether the act constitutes a violation, petty misdemeanor, misdemeanor, or felony shall not depend upon the filing of any charges by any governmental authority, and shall be determined according to the Plan Administrator's discretion.

No benefits will be paid in connection with the pregnancy of a female Dependent other than the Spouse of an eligible Subscriber unless required by law.

Except as specifically provided in the Schedule of Benefits, no benefits will be paid for Services provided for occupational and/or speech therapy regardless of the condition for which such Services are provided.

No benefits will be paid for nursing and home health aide services provided outside of the home (such as in conjunction with school, vacation, work or recreational activities).

No benefits will be paid for private duty Nursing. This provision does not apply to Home Health Care.

No benefits will be paid for special medical reports, including those not directly related to treatment of the Covered Person (e.g. Employment or insurance physicals, and reports prepared in connection with litigation).

No benefits will be paid for services required by third parties, including but not limited to, physical examinations, diagnostic services and immunizations in connection with obtaining or continuing employment, obtaining or maintaining any license issued by a municipality, state, or federal government, securing insurance coverage, travel, school admissions or attendance, including examinations required to participate in athletics, camp, or other recreational activity, except when such examinations are considered to be part of an appropriate schedule of wellness services.

No benefits will be paid for court ordered services, or those required by court order as a condition of parole or probation.

No benefits will be paid for Services provided to a Covered Person for an Injury or Illness resulting from an attempted suicide by that Covered Person unless resulting from a medical condition (including physical or Mental Conditions) or from domestic violence.

No benefits will be paid for Services provided in connection with intentionally self-induced or intentionally self-inflicted injuries or illnesses unless resulting from a medical condition (including physical or Mental Conditions) or from domestic violence.

Except as provided in the Group Contract, no benefits will be paid for, or in connection with airfare and the Company will not pay for the transportation from Guam to any facility within or outside the Service Area, nor for any other non-medical expenses such as taxes, taxis, hotel rooms, credit card interest, airline seat upgrades, etc. In no event will the Company pay for air ambulance or for the transportation of the remains of any deceased person.

No benefits will be paid for living expenses for Covered Persons who require, or who of their own accord seek, treatment in locations removed from their home.

No benefits will be paid for Services provided to a dependent of a non-Spouse Dependent. Dependents of non-Spouse Dependents are not eligible for coverage. For example, when a Dependent, other than a Spouse of the Subscriber, has a child, that child is a dependent of a non-Spouse Dependent and is not eligible to become covered under the Plan, unless such child otherwise becomes eligible for enrollment.

No benefits will be paid for home uterine activity monitoring.

No benefits will be paid for self-treatment, self-prescription, and services performed by an immediate family member for whom, in the absence of any health

***Services from a Non-Participating Provider will be paid based on Eligible charges as defined by the group contract. **Payment for Emergency Services from a Non-Participating Provider is subject to PPACA emergency services as specified in the group contract. This handbook is for informational purposes only. Its contents are subject to the provisions of the Group Contract between the Employer and StayWell Insurance/IHIC. In the event of a discrepancy between this handbook and the contract, the terms of the contract will prevail. SW PLTRGV1 01/2024**

benefits coverage, no charge would be made. Immediate family member is defined as parents, spouses, siblings, or children of the Covered Person.

No benefits will be paid for treatment of occupational injuries and occupational diseases, including those injuries that arise out of (or in the course of) any work for pay or profit, or in any way results from a disease or injury which does. If a Covered Person is covered under a Workers' Compensation law or similar law, and submits proof that the Covered Person is not covered for a particular disease or injury under such law, that disease or injury will be considered "nonoccupational" regardless of cause. The Covered Benefits under the Group Contract for Covered Persons eligible for Workers' Compensation are not designed to duplicate any benefit to which they are entitled under Workers' Compensation Law. To the extent any benefits hereunder duplicate benefits available to a Covered Person under any Worker's Compensation Law, and Company pays such benefits, all amounts payable by any other person with respect to such benefits, including any Worker's Compensation insurer, shall be payable to Company. Any such amounts received by a Covered Person shall be held by the Covered Person for the account of the Company and promptly paid over to the Company. Each Covered Person shall complete and submit to Company such consents, releases, assignments and other documents reasonably requested by Company in order to obtain or assure reimbursement under Workers' Compensation Law.

No benefits will be paid for:

- Drugs or substances or devices not approved by the Food and Drug Administration (FDA) including compounded medications, nor
- Drugs or substances not approved by the FDA for treatment of the illness or injury being treated, nor
- Drugs or substances labeled "Caution: limited by federal law to investigational use." nor
- Drugs listed in the Company's Excluded Drug List. The Excluded Drug List is subject to change during the Plan Year.

No benefits will be paid for newly approved FDA drug entity within one (1) year from the date of FDA approval.

No benefits will be paid for implantable drugs and associated devices, except as required by law.

No benefits will be paid for prescription drugs, medications, injectables or supplies given through a third-party vendor contract with the Covered Person.

No benefits will be paid for prophylactic drugs for travel.

No benefits will be paid for experimental or investigational treatments and procedures, or ineffective surgical, medical, psychiatric, or dental treatments or procedures, research studies, or other experimental or investigational treatments and procedures or pharmacological regimes as determined by Company, unless deemed Medically Necessary by patient's Physician and pre-certified by Company.

Experimental and investigational treatments and procedures are those medical treatments and procedures that have not successfully completed a Phase III trial, have not been approved by the FDA or are not generally recognized as the accepted standard treatment for the disease or condition from which the patient suffers.

Experimental and investigational treatments include off label therapies. Off-label therapies are medical therapies that use a FDA approved drug or procedure for a nonindicated use. Also, these experimental or investigational medical and surgical procedures, equipment, and items or medications, are otherwise not covered by Original Medicare or covered under qualifying clinical trials.

No benefits will be paid for services rendered during a clinical trial except for Medically Necessary Covered Services for routine patient care in clinical trials in the same way the Company pays for Covered Services for routine care for Covered Persons not in clinical trials. No benefits will be paid for the following:

- Cost of treatment, device, material or test being studied.
- Any service only needed to collect data for the study.
- Non-routine costs such as expenses related to complications of the treatment, device, material or test being studied, including but not limited to inpatient admissions and emergency room visits.
- Clinical trials done at Non-Participating Providers.

No benefits will be paid for gene-based therapies or genetic based treatments or cell therapies.

No benefits will be paid for services or supplies related to Genetic Testing except for BRCA Mutation Testing as currently recommended by the U.S. Preventive Services Task Force.

No benefits will be paid for Services provided to perform transsexual surgery nor transformation Services nor to evaluate the need for such surgery. Evaluations and subsequent medications and Services necessary to maintain transsexual status are also excluded from coverage, as are complications or medical sequelae of such surgery or treatment.

No benefits will be paid for injuries incurred by the operator of a motorized vehicle while such operator is under the influence of intoxicating alcoholic beverages, controlled drugs, or substances. If the blood alcohol level exceeds the amount allowed by law as constituting legal intoxication, no benefits will be paid.

No benefits will be paid for legislatively mandated Services paid by or reimbursable through governmental agencies or institutions.

Except as otherwise provided herein, no benefits will be paid in connection with dental care or for any treatment to the teeth, jaws and dependent tissues ordinarily performed by a Dentist. Also, the following are excluded regardless of the symptoms or illnesses being treated:

- Orthodontics;
- Dental splint and other dental appliances;
- Dental prostheses;
- Maxillary and mandibular implants (osseointegration) and all related Services;
- Removal of impacted teeth;

***Services from a Non-Participating Provider will be paid based on Eligible charges as defined by the group contract. **Payment for Emergency Services from a Non-Participating Provider is subject to PPACA emergency services as specified in the group contract. This handbook is for informational purposes only. Its contents are subject to the provisions of the Group Contract between the Employer and StayWell Insurance/IHIC. In the event of a discrepancy between this handbook and the contract, the terms of the contract will prevail. SW PLTRGV1 01/2024**

- Any Services in connection with the diagnosis or treatment of TMJ (temporomandibular joint) problems or malocclusion of the teeth or jaws, including (i) surgery on the TMJ or on the hyoid bone, (ii) arthrogram, MRI or other X-ray of the TMJ and (iii) biofeedback or the insertion of TENS units or related devices;
- Bite plates;
- Orthognathic surgery to correct a bite defect.

Except as specifically provided in the Schedule of Benefits, no benefits will be paid for Services provided for the purpose of organ transplantation.

Transplant-related services that are also not covered include:

- Experimental or investigational transplants: Transplants that are not considered widely accepted medical practices, and lack sufficient clinical evidence of safety and effectiveness;
- Cosmetic transplants: Transplants performed solely for aesthetic or cosmetic purposes;
- Transplants using non-human or synthetic organs or tissues: Procedures involving organs or tissues not sourced from human donors;
- Transplant-related gene therapy or T cell therapy;
- Transplants using non-traditional technologies: Procedures using technologies not yet proven to be safe, effective, and widely accepted within the medical community;
- Transplants for non-life-threatening conditions: Transplants performed for conditions that are not considered life-threatening by medical standards;
- Transplants using artificial organs or tissues;
- Non-human Organ Transplantation or transplants using organs grown in the laboratory;
- Equipment and medication that is experimental/investigational and/or not Medically Necessary;
- Transplantation performed at a non-StayWell designated transplant Participating Provider;
- Duplicate diagnostic costs for a Transplant evaluation.

No benefits will be paid for Services provided in the course of organ donation whether for a Covered Person who is donating an organ or for someone who is donating an organ for transplantation into a Covered Person.

No benefits will be paid in connection with elective abortions unless performed for the following reasons:

- To save the life of the pregnant woman;
- To preserve the health of the pregnant woman;
- To terminate a pregnancy that would result in the birth of a child with defects incompatible with life; or
- To terminate a nonviable pregnancy.

No benefits will be paid for vision care services and supplies, including orthoptics (a technique of eye exercises designed to correct the visual axes of eyes not properly coordinated for binocular vision), provision of special prism lenses, LASIK, keratoplasty, and radial keratotomy, including related procedures designed to surgically correct refractive errors except as specifically provided in the Schedule of Benefits.

No benefits will be paid for eyeglasses or contact lenses or for Services in connection with surgery for the purpose of diagnosing or correcting errors in refraction.

No benefits will be paid in connection with any injuries sustained while the Covered Person is training or participating in professional sports, collegiate sports, combat sports, hazardous or extreme activities, to include but not limited to competitive, non-competitive, organized or non-organized events such as wheeled-vehicle racing, off-road activities, mountain biking and skydiving.

No benefits will be paid for personal comfort or convenience items or services of a third party, including but not limited to those services and supplies not directly related to medical care, such as guest meals and accommodations, barber services, telephone and internet charges, radio and television rentals, homemaker services, travel expenses, and take-home supplies.

No benefits will be paid for hypnotherapy.

No benefits will be paid for services and treatment related to religious, counseling, and sex therapy.

No benefits will be paid for Cosmetic Surgery or other services intended primarily to improve the Covered Person's appearance or treatment relating to the consequences of, or as a result of, Cosmetic Surgery, even for psychological reasons, unless:

- The need for surgery or treatment is caused by a non-occupational trauma or by a surgery which occurred while the Covered Person was covered under the Schedule of Benefits; and
- The surgery or treatment is performed for the purpose of reconstruction and also restores a bodily function which has been lost or damaged; or
- The surgery or treatment is required pursuant to the Women's Health and Cancer Rights Act of 1991. Accordingly, reconstruction of the breast on which a mastectomy was performed, surgery and reconstruction of the other breast to produce a symmetrical appearance, and prostheses and physical complications of all states of mastectomy, including lymphedemas, necessitated by a mastectomy performed while covered under this Plan, are covered.

No benefits will be paid for routine foot/hand care, including reduction of nails, calluses and corns.

Except as otherwise provided in the Schedule of Benefits, no benefit will be paid for specific non-standard allergy services and supplies, including, but not limited to, skin titration (Rinkel method), cytotoxicity testing (Bryan's test), treatment of non-specific candida sensitivity, and urine auto injections.

***Services from a Non-Participating Provider will be paid based on Eligible charges as defined by the group contract. **Payment for Emergency Services from a Non-Participating Provider is subject to PPACA emergency services as specified in the group contract. This handbook is for informational purposes only. Its contents are subject to the provisions of the Group Contract between the Employer and StayWell Insurance/IHIC. In the event of a discrepancy between this handbook and the contract, the terms of the contract will prevail. SW PLTRGV1 01/2024**

No benefits will be paid for Services associated with growth hormone treatment unless the Covered Person is proven to have growth hormone deficiency using accepted stimulated growth hormone analyses and also shows an accelerated growth response to growth hormone treatment. Under no circumstances will growth hormone treatment be covered to treat short stature in the absence of proven growth hormone deficiency.

No benefits will be paid for Services provided for liposuction.

No benefits will be paid for weight reduction programs and for any drug, food substitute or supplement or any other product, which is primarily for weight reduction even if a Physician prescribes it.

No benefits will be paid for any form of bariatric surgery, including but not limited to gastric banding, stapling, bypass, reversal, and surgical correction of obesity.

No benefits will be paid for surgical operations, procedures or treatment of obesity, except when pre-certified by Company.

No benefits will be paid for Services provided for the diagnosis and/or treatment of infertility.

Unless specified in the Schedule of Benefits, no benefits will be paid for the purchase or rental of durable or disposable medical equipment and supplies, corrective appliances and artificial aids including but not limited to iron lungs, inhalation therapy related equipment, Hospital beds, wheelchairs, prosthetic appliances and devices and other substances ordinarily provided by donor unless herein provided, other than for:

- equipment and supplies used in a Hospital or Skilled Nursing Facility or in conjunction with an approved Hospital or Skilled Nursing Facility confinement.
- items covered as preventive care under well-women coverage such as breastfeeding supplies in accordance with reasonable medical management techniques.
- patch-type ambulatory cardiac event monitoring devices from Company designated Provider.

No benefits will be paid for household equipment, including but not limited to, the purchase or rental of exercise cycles, water purifiers, hypo-allergenic pillows, mattresses or waterbed, whirlpool or swimming pools, exercise and massage equipment, central or unit air conditioners, air purifiers, humidifiers, dehumidifiers, escalators, elevators, ramps, stair glides, emergency alert equipment, handrails, heat appliances, improvements made to a Covered Person house or place of business, and adjustments to vehicles.

No benefits will be paid for outpatient supplies (except diabetic supplies), including but not limited to, outpatient medical consumable or disposable supplies such as syringes, incontinence pads, and elastic stockings.

No benefits will be paid for Services and supplies provided for penile implants of any type.

No benefits will be paid in connection with any Implants or transplants, including but not limited to ICD, AICD and CRT-D except cardiac pacemakers as specifically described in the Group Contract and cardiac stents, sutures, surgical anchors, aneurysm clips, intravenous (IV) catheters, ureteral J stents, hernia repair mesh, ventriculoperitoneal shunts and covered contraceptive devices and except as otherwise specifically provided in the Schedule of Benefits.

No benefits will be paid for Services to correct sexual dysfunction.

No benefits will be paid for drugs or supplies used for the treatment of erectile dysfunction, impotence or sexual dysfunction or inadequacy in oral, injectable and topical forms or any other form used internally or externally (including but not limited to gels, creams, ointments and patches). Excluded are any prescription drug in oral, topical or any other form that is in a similar or identical class, has a similar or identical mode of action or exhibits similar or identical outcomes including but not limited to: Sildenafil citrate; Phentolamine; Apomorphine; or Alprostadil.

Except as specifically provided, if a benefit is excluded, all related Hospital Services, surgical, medical treatments, prescription drugs, laboratory services, and x-rays as well as complications in relation to the excluded benefits are also excluded.

Except as specifically provided in the Schedule of Benefits, no benefits will be provided for Services not ordered by a Physician or not Medically Necessary.

No benefits will be paid for non-urgent care use of urgent care facilities, center or clinics services.

Except as specifically provided in the Schedule of Benefits, no benefit will be provided for (i) the treatment of orthopedic conditions, (ii) prosthetic devices or (iii) any Services related thereto, including but not limited to:

- External devices. Non-orthopedic external prosthetic devices, disposable prosthetic devices, non-orthopedic corrective appliances and prosthetic and orthotic devices and supplies available over-the-counter.
- Internal devices. Non-orthopedic internal prosthetic devices.
- Orthopedic footwear. Orthopedic footwear unless attached to an artificial foot or unless attached as a permanent part of a leg brace.
- Motorized limbs. Motorized artificial limbs.
- TMJ. Treatment of temporomandibular joint disease.
- Durable medical equipment. Durable medical equipment, unless specifically covered in the Schedule of Benefits.

No benefits will be paid for temporomandibular joint disorder treatment (TMJ) including treatment performed by prosthesis placed directly on the teeth.

No benefits will be paid for Services for which the Covered Person or Subscriber is not legally obligated to pay.

No benefits will be paid for ambulance services when used for routine and convenience transportation to receive outpatient or Inpatient Services. No benefits will be paid for non-Emergency ground ambulance Services.

No benefits will be paid for elective or voluntary enhancement procedures, surgeries, services, supplies and medications including, but not limited to, hair growth,

***Services from a Non-Participating Provider will be paid based on Eligible charges as defined by the group contract. **Payment for Emergency Services from a Non-Participating Provider is subject to PPACA emergency services as specified in the group contract. This handbook is for informational purposes only. Its contents are subject to the provisions of the Group Contract between the Employer and StayWell Insurance/IHIC. In the event of a discrepancy between this handbook and the contract, the terms of the contract will prevail. SW PLTRGV1 01/2024**



2024 GOLD 12 – EXCLUSIONS & LIMITATIONS

hair removal, hair analysis, sexual performance, athletic performance, anti-aging, and mental performance, even if prescribed by a Physician.

No benefits will be paid for Services to enhance strength, physical condition, endurance or physical performance, including but not limited to:

- Exercise equipment, memberships in health or fitness clubs, training, advice, or coaching;
- Drugs or preparations to enhance strength, performance, or endurance, including performance enhancing steroids; and
- Treatments, services and supplies to treat illnesses, injuries or disabilities related to the use of performance- enhancing drugs or preparations.

No benefits will be paid for hospital take-home drugs.

No benefits will be paid for fees for any missed appointments or voluntary transfer of records as requested by the Covered Person or charges to have preferred access to a Provider's Services such as a boutique or concierge physician services or charges to complete claim forms.

No benefits will be paid for educational services and treatment of behavioral disorders, together with services for remedial education, wilderness treatment programs, job training, job hardening programs, and services provided by a school district including evaluation and treatment of learning disabilities, minimal brain dysfunction, developmental and learning disorders including developmental and learning disorders associated with mental retardation, behavioral training, and cognitive rehabilitation. This includes services, treatment or educational testing and training related to behavioral (conduct) problems, learning disabilities, or developmental delays including Services for psychiatric testing to determine the need for said training. Special education, including lessons in sign language to instruct the Covered Person, whose ability to speak has been lost or impaired, to function without that ability, are not covered.

No benefits will be paid for Intelligence, IQ, aptitude ability, learning disorders, or interest testing not necessary to determine the appropriate treatment of a psychiatric condition.

No benefits will be paid for Psychoanalysis or psychotherapy credited toward earning a degree or furtherance of education or training regardless of diagnosis or symptoms or whether providing or receiving the Service.

No benefits will be paid for non-Medically Necessary Services, including but not limited to, those services and supplies:

- Which are not Medically Necessary, as determined by Company, for the diagnosis and treatment of Illness, Injury, restoration of physiological functions, or covered preventive Services;
- That do not require the technical skills of a medical, mental health or a dental professional;
- Furnished mainly for the personal comfort or convenience of the Covered Person, or any person who cares for the Covered Person, or any person who is part of the Covered Person's family, or any Provider;
- Furnished solely because the Covered Person is an Inpatient on any day in which the Covered Person's disease or Injury could safely and adequately be diagnosed or treated while not confined;
- Furnished solely because of the setting if the Service could safely and adequately be furnished in a Physician's or Dentist's office or other less costly setting.

As required by HIPAA, no source-of-injury exclusion, such as exclusion the Group Contract for off-road sporting events will apply if the Accident resulted from an act of domestic violence or a medical condition (including both physical and Mental Conditions).

No benefits will be paid for treatment and services provided by chiropractors or acupuncturist, except as otherwise shown in the Schedule of Benefits.

No benefits will be paid for Services provided for speech therapy except as otherwise covered.

No benefits will be paid for charges made by a Provider for Services provided through telephone conferences, telemedicine, telehealth or interviews during which the Covered Person is not seen for treatment except under a specific Company approved program or as required by law.

No benefits will be paid for any item or substance that is available without a Physician's prescription even if prescribed by a Physician, except as otherwise provided herein and except for medicines and supplies Medically Necessary for inpatient care.

Except as provided in the Group Contract, no benefits will be paid for robotic Surgery, robotic suite, robotic-assisted or any related Service.

No benefits will be paid for audiograms, regardless of the reason for such tests.

Except as specifically provided in the Schedule of Benefits, no benefits will be paid in connection with dialysis treatments.

No benefits will be paid for recreational, educational, and sleep therapy, including any related diagnostic testing with exception of diagnostic polysomnograph.

No benefits will be paid for treatment of related services, procedures, supplies, including masks, tubing or any other disposable items, or medications related to sleeping disorders unless specified in the Schedule of Benefits.

Company shall be notified in writing before the commencement of any Covered Person's military leave of absence. Company will not provide coverage for the Covered Person for any injury incurred while in active military service during military leave of absence. Coverage for eligible dependents will continue during the Covered Person's military leave of absence provided that payments continue to be paid.

Routine prenatal ultrasound (scheduled between 15 to 20 weeks gestation and prior to 24 weeks) is limited to one per term pregnancy. Subsequent ultrasounds or non-routine prenatal ultrasounds are not covered unless Medically Necessary and pre-certified by Company.

No benefits will be paid for Biofeedback and similar forms of self-help and self-care training.

No benefits will be paid for treatment of Chronic Brain syndrome or custodial care resulting from senile deterioration.

***Services from a Non-Participating Provider will be paid based on Eligible charges as defined by the group contract. **Payment for Emergency Services from a Non-Participating Provider is subject to PPACA emergency services as specified in the group contract. This handbook is for informational purposes only. Its contents are subject to the provisions of the Group Contract between the Employer and StayWell Insurance/IHIC. In the event of a discrepancy between this handbook and the contract, the terms of the contract will prevail. SW PLTRGV1 01/2024**

- No benefits will be paid for scar and keloid management, treatment or revision except in cases associated with major functional impairment (e.g. loss of motion).
- No benefits will be paid for Phase III or Phase IV Cardiac rehabilitation or cardiac rehabilitation that is not Medically Necessary or not associated with electrocardiographic (ECG) monitoring or attendant physician supervision.
- No benefits will be paid for Services provided for procedures for the restoration of pre-existing loss of sight or hearing.
- No benefits will be paid for hearing aids or examinations including hearing tests, related to the prescription or fitting of a hearing aid.
- If a Covered Person is confined in a Hospital or in a Skilled Nursing Facility at the time of commencement of that Covered Person's coverage under the Group Contract and he or she was not a Covered Person under some other plan of the Company immediately prior to his or her Effective Date, then that Covered Person shall not be entitled, while so confined, to benefits for the Injury or Illness which required such confinement, unless otherwise required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- Unless specified in the Schedule of Benefits, no benefits will be paid for non-medical ancillary services, including but not limited to vocational rehabilitation, behavioral training, biofeedback, hypnosis, sleep therapy, employment counseling, and education services for learning disabilities, developmental delays, autism, or mental retardation.
- No benefits will be paid for Services provided for the reversal of a voluntary sterilization.
- No benefits will be paid for Services provided for actual or attempted artificial impregnation or fertilization.
- No benefits will be paid for any and all Services related to or arising out of HIV/AIDS or HIV/AIDS related diseases or HIV/AIDS related complex or HIV/AIDS related care except as provided under the Americans with Disabilities Act (ADA).
- No benefits will be paid for Services in connection with hyperbaric treatment unless specified in the Schedule of Benefits.
- No benefits will be paid for Services for the treatment of End Stage Renal disease and amyotrophic lateral sclerosis unless specified in the Schedule of Benefits.
- No benefit will be paid for Services not specifically described as covered in the Agreement.
- No benefit will be paid for hospitalizations and all services related to a Never Event. All services provided during the same hospitalization in which the error occurred are considered related and are not covered.
- No benefits will be paid for Medicare eligible care and services which are rendered at a facility which is not a Medicare contracted facility, or which is rendered by a Physician who is not a Medicare contracted Physician. Medicare does not contract with facilities or Physicians in the Philippines or outside the United States and its territories.
- No benefits will be paid for charges submitted for services that are not rendered, or rendered to an individual that is not a Covered Person under the Plan.
- No benefits will be paid for cosmetic pharmacological regimens, surgery or procedures for the treatment of acne.
- No benefits will be paid for Services normally covered by Medicare for which a Covered Person is eligible and entitled to at no cost, but has declined to enroll.

Underwritten by:



Island Home Insurance Company