A Guide to Your Benefits

You’ve made a good decision in choosing Blue View Vision Exclusive Plan

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Welcome!

Thank you for choosing Anthem Blue Cross and Blue Shield (Anthem) for your vision care coverage. The following materials make up your plan:

- this booklet;
- your application, if any; and
- any endorsements or riders.

Your employer (also referred to as your group) has the following documents which are part of the terms of your plan:

- the group contract; and
- the group master application.

This certificate contains important information such as what vision care services are covered and how they will be covered. It replaces any older certificates issued to you for this vision plan.

Within this certificate members are referred to as “you” or “your”. Anthem is referred to as “we,” “us” or “our.” All italicized words have special meanings that are defined in the Definitions section of this certificate.

Please review this certificate so you know where to find the information that you may need. Store it in a convenient place and refer to it whenever you have questions about your vision care coverage. See the section Contact Us for information on important phone numbers, addresses and websites.

THIS IS A LIMITED BENEFIT HEALTH COVERAGE POLICY AND IS NOT A SUBSTITUTE FOR MAJOR MEDICAL COVERAGE. LACK OF MAJOR MEDICAL COVERAGE (OR OTHER MINIMUM ESSENTIAL COVERAGE) MAY RESULT IN AN ADDITIONAL PAYMENT WITH YOUR TAXES.

Important Note: There are currently no network vision providers available in Baca, Bent, Cheyenne, Clear Creek, Conejos, Costilla, Crowley, Custer, Dolores, Gilpin, Grand, Hinsdale, Jackson, Kiowa, Kit Carson, Lake, Mineral, Moffat, Montezuma, Morgan, Ouray, Park, Phillips, Pitkin, Rio Blanco, Routt, Saguache, San Juan, San Miguel, Sedgwick, Washington, Yuma.
Contact Us
If you have questions about your coverage or need assistance finding a Blue View Vision network provider, please contact us.

For Customer Service
Anthem Blue View Vision
P.O. Box 8504
Mason, OH 45040-7111
(866) 723-0515

Visit us on-line
www.anthem.com

Hours of Operation
Monday – Saturday:
8:30 a.m. to 11:00 p.m. Eastern Time

Sunday:
11:00 a.m. to 8:00 p.m. Eastern Time
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Schedule of Benefits

This schedule is an outline of your benefits. You need to refer to the entire certificate for complete information about the benefits, conditions, limitations and exclusions of your plan.

CHOICE OF VISION CARE PROVIDER: Nothing contained in this certificate restricts or interferes with your right to select the vision care provider of your choice, but your benefits are reduced when you use a non-network provider. See the section How Your Benefits Work for more information.

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Laser Vision Correction Services
Participating LASIK/ photorefractive keratectomy (PRK) surgical centers offer a discounted rate. For members enrolled under this plan, you are responsible for any remaining charges.
Eligibility and Enrollment

Who is Eligible
This section will tell you who is eligible to enroll for coverage, as well as when you can enroll for coverage.

Subscriber. You are eligible to be a subscriber and have coverage under this plan if you are an employee or other member of the group of the group and meet the group's eligibility criteria. See your group for more information on specific eligibility requirements.

Dependents. You may enroll your eligible dependents for coverage under this plan. Your dependents are only eligible for coverage if they are one of the following:

- Spouse: Your spouse under a legally valid marriage. Spouse also includes a partner from a civil union as defined by Colorado Law. All references to spouse in this certificate will include a partner from a civil union.
- Domestic partner: Your domestic partner under a legally registered and valid domestic partnership. Check with your group's human resources or benefits department to see if your domestic partner is eligible for coverage under this plan.

Children: Your or your spouse's or domestic partner's child by blood or by law up to age 26. This includes your natural children, stepchildren, legally adopted children, children placed for adoption, foster children or children for whom you are the legal guardian or have been court-ordered to provide coverage.

Your children may continue coverage beyond the above stated age limit if:
- they are unmarried and incapable of self-support due to an intellectual disability or physical handicap;
- are financially dependent on you or your spouse or domestic partner for support and maintenance; and
- were enrolled and disabled prior to reaching the limiting age of this plan.

You and the child's physician must fill out a disabled dependent form and provide it to us. Contact us to obtain the form. After two years from when you initially provided proof, we may ask for continued proof of the child's disability, but no more than once a year.

Newborn and Adopted Child Coverage. You or your spouse's or domestic partner's newborn or adopted children will be covered for an initial period of 31 days from the date of birth, placement for adoption, or adoption. For an adopted child, the date of adoption is the date you assume or retain a legal obligation to support the child. If you want your newborn or adopted child to continue coverage beyond this time, you must contact your group within 31 days of the date of birth, placement for adoption, or adoption to add them to this plan.

Enrollment

Initial Enrollment. Your group will have an initial enrollment period for newly eligible and their dependents to enroll for coverage. You may need to meet a waiting period established by the group before you can enroll for coverage. See your group's human resources or benefits department to determine if there are any waiting periods.

If you or your dependents do not enroll during the initial enrollment period you will only be able to enroll during and open enrollment or special enrollment period. Keep reading for more information on open and special enrollment periods.

Open Enrollment. At least once a year your employer will hold an open enrollment period. During the open enrollment period you and your dependents can enroll for coverage. If you do not enroll during the open enrollment period, you may have to wait until the next open enrollment period, unless you qualify for a special enrollment period. See below for more information on special enrollment.

Special Enrollment. Your plan elections chosen during initial or open enrollment are intended to remain the same until the next open enrollment period. However, there may be times when you or your dependents can enroll for coverage outside of the open enrollment period. This is allowed if you have certain qualifying events that happen. Qualifying events are:

- You or your dependents did not previously enroll for coverage because you had coverage under another group plan (including COBRA or other continuation coverage) and have since become ineligible for that plan. You must request enrollment within 31 days of this qualifying event.
- You have a change in the number of dependents due to marriage, birth, adoption, court order, legal guardianship, or death. You must request enrollment within 31 days of this qualifying event.
- You or your dependents lost coverage under Medicaid or a Children’s Health Insurance Program (CHIP), or became eligible for a subsidy (state premium assistance program) under Medicaid or CHIP. You must request enrollment within 60 days of this qualifying event.

**Notice of Changes in Eligibility.** You must tell your group if there are any changes that will affect your or your dependent’s eligibility. This includes a change in address or a change in the number of your dependents. The group is then responsible to notify us of any changes according to the terms of the group contract. If your group fails to notify us of your changes in eligibility, it does not obligate us to pay for your vision care.

**Your Effective Date.** Your coverage begins at 12:01 a.m. Eastern Time on the effective date. Your effective date and enrollment requirements are described in the group contract. See your employer’s human resources or benefits department for more information on your specific effective date under this plan.

**Statements and Forms.** Subscribers or applicants for membership shall complete and submit applications, questionnaires or other forms or statements the plan may reasonably request. Applicants for membership understand that all rights to benefits under this certificate are subject to the condition that all such information is true, correct and complete. Any material misrepresentation by a member may result in termination of coverage as provided in the Termination and Continuation of Coverage section. We will not use a statement made by a member to terminate the member’s contract after two years have passed since the enrollment date. This does not apply, however, to fraudulent misstatements.

**Delivery of Documents.** We will provide an identification card and a certificate for each subscriber.
How to Access Your Services

This section tells you how we set the payment amount for covered services. It will also tell you more about what you pay out-of-pocket for covered services, as well as how your choice of provider may affect your out-of-pocket costs. The portion you must pay for covered services is stated in the Schedule of Benefits at the beginning of this certificate.

Choosing a Provider

Please read the following information so you will know from whom or what group of providers vision care may be obtained.

**Important Note:** We do not restrict or interfere with your right to select the provider of your choice, but your benefits are reduced when you use a provider who is not a network provider.

Network Providers. We have a network of vision care providers for you to use. We call them network providers, because they have agreed to take part in our Blue View Vision network. They have agreed to provide covered services to you for a negotiated rate. Covered services you receive from a network provider are considered In-Network care.

**IMPORTANT:** If you opt to receive optometric services or procedures that are NOT covered services under this plan, a network provider may charge you his or her usual and customary rate for such services or should provide you with a treatment plan that includes each anticipated service or procedure to be given a procedures. Prior to providing you with optometric services or procedures that are not covered services, the provider should provide you with the estimated cost of each service or procedure. To fully understand your coverage, you may wish to review your certificate.

Non-Network Providers. Non-network providers are vision care providers that did not agree to participate in our Blue View Vision network. They have not agreed to a negotiated rate and do not have a provider contract with us. Using a non-network provider will typically increase your out of pocket costs. Covered services you receive from non-network providers are considered Out-of-Network care.

Please call us or visit our website listed in the Contact Us section for help in finding a network provider.
Benefits / Coverage (What is Covered)

This section describes the covered services available under your vision care benefits when received by a provider. All covered services are subject to the exclusions listed in the Exclusions section and all other conditions and limitations of the certificate.

**Routine Eye Exam.** Your plan covers a complete eye exam with dilation as needed. The exam is used to check all aspects of your vision. An eye exam does not include a contact lens fitting fee. Your plan covers a refraction in conjunction with an eye exam. A refraction is your prescription based on your eye exam. *Network providers* should not bill the refraction separately from the routine exam.

**Additional Options.** Benefits are available for additional services in accordance with the Additional Savings Program. For additional information on available discounts please contact your *network provider* or call customer service.
Limitations / Exclusions

We will not pay for services incurred for, or in connection with, any of the items below.

- **Not specifically listed.** Services not listed in the Covered Services section of this certificate.
- **Sunglasses.** Sunglass lenses or accompanying frames.
- **Excess amounts.** Any amounts in excess of the maximum benefits stated in this certificate.
- **Premium contact lenses fittings.** This includes fittings for more complex applications, including toric, bifocal/multifocal, cosmetic color, post-surgical and gas permeable lenses. It also includes extended/overnight wear lenses.
- **Cosmetic Options.** Cosmetic lens options not specifically listed in the Schedule of Benefits or the covered services section of this certificate. This includes non-prescription eyewear and lenses, plano lenses or lenses that have no refractive power.
- **Eye surgery.** Any diagnostic testing or medical or surgical treatment of the eyes, including any eye surgery solely or primarily for the purpose of correcting refractive defects of the eye, such as nearsightedness (myopia) and/or astigmatism. We also will not cover any contact lenses or eyeglasses required as a result of this surgery.
- **Lost or broken lenses or frames.** Any lost or broken lenses or frames, unless you have reached a new benefit period.
- **Experimental or investigative.** Any experimental or investigative services or materials.
- **Uninsured.** Services received before your effective date or after your coverage ends.
- **Voluntary payment.** Services for which you are not legally obligated to pay, for which you are not charged, or for which no charge is made in the absence of insurance coverage.
- **Work-related.** Any condition for which benefits are recovered or can be recovered, either by adjudication, settlement or otherwise, under any workers’ compensation law or similar law, even if you do not claim those benefits. If there is a dispute or substantial uncertainty as to whether benefits may be recovered for those condition pursuant to any workers’ compensation law or similar law, we will provide the benefits of this plan for such condition, subject to our right to a lien or other recovery applicable law.
- **Government treatment.** Any services actually given to you by a local, state, or federal government agency, or by a public school system or school district, except when payment under this plan is expressly required by federal or state law. We will not cover payment for these services if you are not required to pay for them or they are given to you for free.
- **Non-licensed vision care providers.** Treatment or services rendered by non-licensed providers and treatment or services for which the provider of services is not required to be licensed. This includes treatment or services from a non-licensed vision care provider under the supervision of a licensed physician or licensed vision care provider, except as specifically provided or arranged by us.
- **Services of relatives.** Professional services or supplies received from a person who lives in your home or who is related to you by blood or marriage.
- **Hospital care.** Inpatient or outpatient hospital vision care.
- **Orthoptics.** Orthoptics or vision training and any associated supplemental testing.
- **Missed or Cancelled Appointments.** We will not pay for appointments a member has missed or cancelled.
- **Services or Supplies Combined with Discounts.** We will not pay for services or supplies when combined with any other offer, coupons or in-store advertisement. We will also not pay for certain brands of frames where the manufacturer does not allow discounts.
Member Payment Responsibility

Your Out-of-Pocket Costs
You may have to pay a portion of the cost for covered services. Copays are an example of an out-of-pocket cost. Your out-of-pocket costs may vary depending on whether you receive vision care from a network or non-network provider. See the section How to Access Your Services and Obtain Approval for Benefits for more information on providers. Keep reading to learn about your out-of-pocket costs.

Benefit Maximums, Allowances and Frequency Limits

**Maximum Allowable Amount.** The *maximum allowable amount* is the most we will pay for covered services. It is based on our established network fee schedule. Network providers have agreed to accept the *maximum allowable amount* as payment in full for covered services. You may be responsible to pay for a portion of the *maximum allowable amount*, such as your copayment. Your portion of the *maximum allowable amount* is stated in the Schedule of Benefits. Non-network providers have not agreed to accept our *maximum allowable amount* as payment in full and may charge you their usual amount for services and supplies.

**Benefit Frequency Limits.** The benefit frequency limit is the number of times we will pay for a covered service within a stated benefit period. You are responsible to pay all charges for services or supplies that are received more than the allowed frequency limits. Benefit frequencies are stated in the Schedule of Benefits.
Claims Procedure (How to File a Claim)

This section describes how you submit a claim and what information you should include on your claim. When you receive care from a network provider, you do not need to file a claim. The network provider will do this for you. However, if you receive vision care from a non-network provider, you will need to submit a claim to us.

Notice of Claim. After you receive vision care you will need to contact us, either by phone or mail (see contact information listed below). You should contact us within 20 days of the date you received vision care so we can provide to you claim forms for filing. Notice given by someone on your behalf, or to any agent authorized by us, within information to identify you will be deemed notice to us. If you are unable to contact us within 20 days, it does not mean we will not pay for your claim. Just contact us as soon as reasonably possible.

Claim Forms. We will provide claim forms within 15 days after you notify us. The claim form will have instructions on how to fill it out and where to submit. If you do not receive the claim form within 15 days of your notice, you may send us other written proof of your loss instead, such as an itemized bill from your provider. To make it easier to process your claim, the other proof of loss should include the following:

- the date of service
- the patient’s name, date of birth, and identification number
- the type and place of service
- your signature and the provider’s signature

Proof of Loss. Your written proof of loss as described above should be provided to us within 90 days after the date of you received vision care. If it is not reasonably possible to provide your written proof of loss within this time, we will not invalidate or reduce your claim. However, you must send it as soon as reasonably possible, and in no event later than a year from when it was due, unless you are legally incapacitated.

Notice of claim, claim forms and other proof of loss can be sent to the following address:

Blue View Vision
P.O. Box 8504
Mason, OH 45040-7111
Phone: (866) 723-0515

Time of Payment of Claims. We will pay claims immediately once we receive written proof of your claim, but not later than 60 30 days after we receive your proper written proof of loss.

Payment of Claims. We will pay claims directly to providers if they have an assignment of benefits on file. If the provider does not have an assignment of benefits on file then we will pay claims to you. If you pass away, we will pay claims to your designated beneficiary or to your estate if there is no assignment of benefits.
General Provisions

**Fraudulent Insurance Acts.** It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a subscriber or claimant for the purpose of defrauding or attempting to defraud the subscriber or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Colorado division of insurance within the department of regulatory agencies.

**Entire Contract.** The law of the state in which the *group contract* was issued will apply unless otherwise stated herein.

**Entire Contract – Changes.** Your plan is the entire contract of insurance. Your plan is made up of this certificate, your application (if any), and any amendments. In addition, your employer has the *group contract* and the group master application, which are also a part of your plan. No agent of the plan is authorized to change the form or content of this plan or waive any of its provisions. Any changes to the plan must be endorsed by an executive officer. All statements made by you or your employer shall be deemed representations and not warranties. No written statement made by you will be used in any context to deny a claim unless a copy of the statement is furnished to you, your beneficiary or personal representative.

**Incontestability.** The validity of this plan will not be contested, except for nonpayment of premiums, after it has been in force for two years from its date of issue. No statement made by you or your dependents relating to you or your dependent’s insurability will be used to contest the validity of this certificate unless the statement is contained in a written instrument signed by your or your dependents.

**Change of Beneficiary.** You have the right to choose your own beneficiary.

**Independent Contractors.** Providers are not our agents or employees. They do not have the ability to waive or alter your plan. We are not responsible for any damages or injuries as a result of receiving care from any provider.

**Right of Recovery.** When we overpay a claim, we have the right to recover our overpayment. We may recover our overpayment from you, the person we paid, or another plan. We may deduct any overpayment from pending or future claims.

**Benefits not Transferable.** You are the only person able to receive benefits under this plan. You are not able to transfer your benefits to anyone else.

**Legal Actions.** No action at law or in equity shall be brought to recover on this plan prior to the expiration of 60 days after written proof of loss has been furnished in accordance with the requirements of this plan. No such action shall be brought after the expiration of three years after the time written proof of loss is required to be furnished.

**Coordination of Benefits.** We consider this plan primary in all circumstances.

**Grace Period.** Your group is responsible to pay premiums on your behalf. After the first premium payment, your group has a grace period of 31 days to pay any premium due. During the grace period, your coverage will continue in force unless your group has given us written notice to cancel the coverage in accordance with the terms of the group contract. Your group is responsible to pay any premium to the plan. However, you may be required to pay a portion of the premium to your group. See your group for more information on premiums.

**Conformity with the Law.** Any provision of this plan which is in conflict with the laws of the state in which the group contract is issued, or with federal law, is hereby automatically amended to conform with the minimum requirements of such laws.

**Modifications.** We may change this plan, including the premiums, at any time by providing notice to the group at least 30 days before the change takes effect.

**Notice of Privacy Practices.** We maintain a privacy program designed to protect your health information consistent with applicable law. In addition to various laws governing your privacy, we have our own privacy policies and procedures in place that are designed to protect your information. We are required by law to provide individuals with notice of our legal duties and privacy practices. To obtain a copy of this notice, call us or visit the website listed in the Contact Us section of this certificate.
Reservation of Discretionary Authority
The following provision only applies where the interpretation of this certificate is governed by the Employee Retirement Income Security Act (ERISA), 29 U.S.C. 1001 et seq. The plan, or anyone acting on our behalf, shall determine the administration of benefits and eligibility for participation in such a manner that has a rational relationship to the terms set forth herein. However, we, or anyone acting on our behalf, has complete discretion to determine the administration of your benefits. Our determination shall be final and conclusive and may include, without limitation, determination of whether the services, care, treatment, or supplies are covered. However, a member may utilize all applicable grievance and appeals procedures.

The plan, or anyone acting on our behalf, shall have all the powers necessary or appropriate to enable it to carry out its duties in connection with the operation and administration of the certificate. This includes, without limitation, the power to construe the group contract, to determine all questions arising under the certificate, to resolve member grievances and Appeals and to make, establish and amend the rules, regulations and procedures with regard to the interpretation and administration of the provisions of this certificate. However, these powers shall be exercised in such a manner that has reasonable relationship to the provisions of the group contract the certificate, provider agreements, and applicable state or federal laws. A specific limitation or exclusion will override more general benefit language.
Termination / Nonrenewal / Continuation

Except as otherwise provided, your coverage will terminate in the following situations. The information provided below is general and the actual effective date of termination may vary based on your group’s agreement with us and your specific circumstances, such as whether premium has been paid in full:

If Your Group Cancels Coverage. Your coverage will end if your employer cancels coverage or on the date the group contract between us and your employer ends.

If You Cancel Your Coverage. If you want to cancel your or your dependent’s coverage you need to notify your group. See your group’s human resources or benefits department for more information on how to cancel your coverage. If you cancel, your group will be responsible to notify us in writing of the cancellation.

If You or Your Dependents Are No Longer Eligible. Coverage will end when you and/or your dependents no longer meet the eligibility requirements as outlined under the section Eligibility and Enrollment. When you or your dependents are no longer eligible, the date coverage ends is determined by the group in accordance with its eligibility requirements.

Fraud, Intentional Misrepresentation, Misuse of an ID Card. We will cancel this coverage if you or the group participates in any kind of intentional misrepresentation of material fact (knowingly provide false information) or fraud during the application and/or enrollment process. Subject to the incontestability provision, we will cancel this coverage if you or the group participates in any kind of intentional misrepresentation of material fact (knowingly provide false information) or fraud during the application and/or enrollment process. We may also cancel your coverage for other types of fraud, such as if you allow any other person to use your ID card to obtain benefits, or if you use another member’s ID card (including one of your dependent’s ID card) to obtain benefits. You will be held liable for any payments we make as a result of fraud. For any fraud or intentional misrepresentation, coverage will end on the date we send the written notice of cancellation.

If Your Group Does Not Pay the Premium. We must receive the premium no later than the end of the grace period for your coverage to remain in force. If your employer does not pay your premium by the end of the grace period as stated in the group contract, we may cancel this coverage.

If You Fail to Pay the Premium. If you fail to pay or fail to make satisfactory arrangements with the group to pay your portion of the premium, coverage will end as of the last date for which premium was paid.

We Cease to Offer This Coverage. If we cease to offer coverage in the group employer market, we will cancel your coverage in accordance with the terms and conditions of state laws.

Continuation of Coverage

COBRA Continuation of Coverage. Your employer is subject to COBRA if they have more than 20 employees. COBRA allows you and your dependents to continue coverage for either 18, 29 or 36 months depending on the event.

COBRA coverage is available to you and your dependents for 18 months for the following events:

- You lose coverage due to a reduction in working hours, a layoff, or strike.
- You lose coverage because your employment ends (for voluntary or involuntary loss, except for gross misconduct).

COBRA coverage is available to you and your dependents for 29 months for the following events:

- You or your dependent was disabled when coverage ended or within 60 days after the coverage ended. However, you or your dependent must continue to be disabled after 18 months has passed. The Social Security Administration must determine if you are disabled.

COBRA coverage is available to your dependents for 36 months for the following events:

- Your death.
- You become eligible for Medicare in the 18 months before an event listed above.
- You divorce or separate from your spouse.
- Your dependent children no longer qualify as dependents.
You must notify your employer within 60 days if you or your dependents wish to continue coverage under COBRA after an event. Once notified, your employer will provide the information on how coverage under COBRA may continue, and must give us notice within 30 days of the event that you wish to continue coverage. Contact your employer for more information.

How Continuation of Coverage Ends. Your continuation of coverage ends when the time period that you qualified for runs out. However, coverage may end before that time if one of the following occurs:

- The *group contract* between us and the employer ends. If your employer switches coverage you will be able to continue coverage under their new plan.
- You fail to pay the premium (subject to the grace period).
- You tell us in writing to cancel your coverage.
- The date your spouse remarries and becomes eligible under the new spouse’s plan.

Coverage may also end for COBRA if the following occurs:

- You are eligible for coverage with another group. However, if your COBRA plan covers something that the other group doesn’t then you may continue coverage. Your coverage will continue until the group covers that exclusion or you are no longer eligible.
- You get Medicare
- Your coverage was extended to 29 months and you are now no longer disabled.
Appeals and Complaints

We want your experience with us to be as positive as possible. There may be times, however, when you have a complaint. During those times, please contact our Customer Service Department. This section explains and offers instructions on what to do if you have a complaint or request.

Complaints
We provide quality member satisfaction services through our customer service center. All of our customer service representatives are responsible for addressing your concerns in a manner that is accurate, courteous, respectful and prompt. They are available to:
  • answer questions you have about your benefits, our network of providers, information about claims, and our policies and procedures;
  • make sure your suggestions are brought to the attention of appropriate person; and
  • provide assistance to you when you want to file an appeal.

Please have your identification number (found on your ID card) handy when you contact customer service. We use this number to locate your important records with the least amount of inconvenience to you.

Members are encouraged to file complaints within 60 days of an initial, adverse action, but must file within six months after receipt of notice of the initial, adverse action. The time required to review complaints does not extend the time in which appeals must be filed.

Appeals
If you do not agree with a claim denial made by us, you have a right to a full and fair review. A coverage denial means our determination that a service, treatment, drug or device is specifically limited or excluded under this plan.

You must submit your appeal to us in writing within 180 days from the date you received our claim denial notification. In support of your appeal, you may submit written comments, documents, records, or other information you think is relevant. Send your appeal to:

Blue View Vision
PO Box 9304
Minneapolis, MN 55440-9304
Phone: (866) 723-0515

Upon request and without charge, you will be provided reasonable access to and copies of all documents, records and other information relevant to or considered in our initial claim denial.

The person reviewing your appeal will not be the same person(s) who made the initial claim denial, nor will they be a subordinate or supervisor of the person(s) who made the initial claim denial. The person reviewing will also have appropriate medical and professional expertise and credentials to make a determination on your appeal. We will notify you of our determination in your appeal within 30 days upon receipt.

If you are not satisfied with the determination of your appeal, you may submit a second level appeal. The second level appeal must be submitted in writing within 180 days of the notice of our determination in the first appeal. You do not have to re-send the information that you submitted for your first appeal, but you are encouraged to submit any additional information that you think is important for review. We will notify you of our determination in your second level appeal within 30 days upon receipt.

Authorized Representative
You may authorize another person to represent you and with whom you want us to communicate regarding any specific claims or appeals. No authorization is required for treating provider to make a claim or appeal on your behalf. To authorize another person to represent you, contact our customer service department via the phone number listed in the Contact Us section. You can revoke the authorized representative at any time. You can authorize only one person as your representative at a time.
Division of Insurance Inquiries
If you have a question about health care coverage in Colorado, please call the Division of Insurance at (303) 894-7490. Representatives will speak with you Monday through Friday, from 8:00 a.m. to 5:00 p.m. You can also write to:

The Division of Insurance
Attention ICARE Section
560 Broadway, Suite 850
Denver, Colorado 80202
Information on Plan and Premium Changes

This section explains how and for what reasons that we may change the plan and the premium.

**Changes to Your Plan.** We may change this plan, including the premiums, at any time by providing notice to the group at least 30 days before the change takes effect.

**Changes to the Premium.** Premiums are the monthly charges your group must pay us for to keep this coverage in effect. We determine out and set the required premiums. Your group is responsible for paying your premium to us according to the terms of the group contract. You may be required to pay a portion of the premium. See your group for more information.

We may change your premiums on your group’s renewal date for this plan. If wrong information is given to us that we use to establish your premium, then the difference will billed to the group.

**Grace Period.** Your group is responsible to pay premiums on your behalf. After the first premium payment, your group has a grace period of 31 days to pay any premium due. During the grace period, your coverage will continue in force unless your group has given us written notice to cancel the coverage in accordance with the terms of the group contract.
Statement of ERISA Rights

As a member of this plan, you may be entitled to certain rights and protections under the Employee Retirement Income Security Act of 1974 (ERISA). ERISA generally does not apply to church plans or to governmental plans, such as plans sponsored by city, county, or state governments, or public school systems. Check with your group to determine if your plan is subject to ERISA.

As part of your rights, you may examine, without charge, at your group’s plan administrator’s office or at other specified locations, all plan documents. These include insurance contracts, copies of all documents filed by the plan with the Department of Labor (such as detailed annual reports) and plan descriptions. You may obtain copies of all plan documents and other plan information by writing to your group’s plan administrator. The administrator may make a reasonable charge for the copies.

Plan Fiduciaries. In addition to creating rights for plan members, ERISA imposes duties upon the people who are responsible for the operation of your employee benefit plan. The people who operate your plan are called “fiduciaries” of the plan. They have a duty to operate the plan prudently and in the interest of you and other plan members.

- No one may terminate your employment or otherwise discriminate against you in any way to prevent you from obtaining a welfare benefit or exercising your rights under ERISA.
- If your claim for a welfare benefit is denied in whole or in part, you may receive a written explanation of the reason for the denial.
- You have the right to have the plan administrator review and reconsider your claim.

Enforcement of ERISA Rights. Under ERISA, there are steps to enforce the rights listed above. For instance:

- If you request materials from the plan and do not receive them within 30 days, you may file suit in a federal court. In such a case, the court may require the plan administrator to provide the materials and pay you up to $110 a day until you receive the materials (unless the materials were not sent because of reasons beyond the control of the administrator).
- If you have a claim for benefits for an appeal of a coverage decision, which is denied or ignored, in whole or in part, you may file suit in a state or federal court.
- If plan fiduciaries misuse the plan’s money or if you are discriminated against for asserting your rights, you may seek assistance from the U.S. Department of Labor, or you may file suit in a federal court. The court decides who pays court costs and legal fees.

If you are successful, the court may order the person you have sued to pay the court costs and fees. If you lose, the court may order you to pay these costs and fees. You may lose if, for example, the court finds your claim to be frivolous.

Assistance. If you have questions about your plan, contract your group. If you have questions about this statement about your rights under ERISA, contact the nearest Area Office of the Employee Benefits Security Administration, Department of Labor. You can find the contact information in your telephone directory. You may also contact the Division of Technical Assistance and Inquiries, Employee Benefits Security Administration, U.S. Department of Labor, 200 Constitution Avenue N.W., Washington, D.C. 20210.
Definitions

This section defines terms that have special meanings. If a word or phrase has a special meaning or is a title, it will be italicized. The word or phrase is defined in this section or at the place in the text where it is used.

Allowance. A dollar amount available to apply towards materials or services.

Certificate. This summary of the terms of your benefits. It is attached to and is a part of the group contract and is subject to the terms of the group contract.

Copayment (or copay). A specific dollar amount indicated in the Schedule of Benefits for which you are responsible.

Covered Services. Services and supplies or treatment as described in the certificate which are performed, prescribed, directed or authorized by a provider. A covered service is incurred on the date the service, supply or treatment was provided to you. To be a covered service the service, supply or treatment must be:

• Within the scope of the license of the provider performing the service;
• Rendered while coverage under this certificate is in force;
• Within the maximum allowable amount;
• Not specifically excluded or limited by the certificate;
• Specifically included as a benefit within the certificate.

Dependent. A member of the subscriber's family who is eligible for coverage under the plan as described in the Eligibility and Enrollment section of this certificate.

Effective Date. The date when your coverage begins under this certificate.

Group. The employer that has entered into a group contract with us to provide the benefits of the plan.

Group Contract. The contract issued by us to the group as a means of providing certain benefits to the group’s employees and eligible dependents.

Maximum Allowable Amount. The maximum amount allowed for covered services you receive based on the fee schedule. The maximum allowable amount is subject to any copayments, coinsurance, limitations or exclusions listed in this certificate.

For a network provider, the maximum allowable amount is equal to the amount that constitutes payment in full under the network provider’s participation agreement for this product. If a network provider accepts as full payment an amount less than the negotiated rate under the participation agreement, the lesser amount will be the maximum allowable amount.

For a non-network provider who is a physician or other non-facility provider, even if the provider has a participation agreement with us for another product, the maximum allowable amount is the lesser of the actual charge or the standard rate under the participation agreement used with network providers for this plan.

The maximum allowable amount is reduced by any penalties for which a provider is responsible as a result of its agreement with us.

Member. A subscriber or dependent who has satisfied the eligibility conditions; applied for coverage; been accepted by us for coverage; and for whom premium payment has been made. Members are sometimes called "you" and "your."

Network Provider. A provider who has entered into a contractual agreement or is otherwise engaged by us to provide covered services and certain administration functions for the network associated with this plan.

Non-Network Provider. A provider who has not entered into a contractual agreement with us for the network associated with this plan.

Plan. The entire set of benefits, conditions, exclusions and limitations that make up your coverage. It consists of this certificate, your application (if any), any endorsements, the group contract, and the group master application.
**Provider.** A duly licensed person or facility that provides services within the scope of an applicable license and is a person or facility that we approve. This includes any provider rendering services that are required by applicable state law to be covered when rendered by such provider.

**Subscriber.** The employee or other member of the group that has enrolled and been accepted for coverage under this plan.

**Benefit Year.** A 12 month period in which benefits are tracked.
Get Help in Your Language

Curious to know what all this says? We would be too. Here’s the English version:
You have the right to get this information and help in your language for free. Call the Member Services number on your ID card for help. (TTY/TDD: 711)

Separate from our language assistance program, we make documents available in alternate formats for members with visual impairments. If you need a copy of this document in an alternate format, please call the customer service telephone number on the back of your ID card.

Spanish
Tiene el derecho de obtener esta información y ayuda en su idioma en forma gratuita. Llame al número de Servicios para Miembros que figura en su tarjeta de identificación para obtener ayuda. (TTY/TDD: 711)

Amharic
የአባል ወጪ እምታወቂያ ያስገጠባ ይጠቀማል። እንደ እገዛ የማግኘት መብት እልዎት። እንደ እገዛ በመታወቂያ ረላይ ዯለውን ረላይ እገዛ ይጠቀማል። (TTY/TDD: 711)

Arabic
لمessed et تشخيص خدمات الإعضاء الموجود على بطاقة التعريف الخاصة بك للمساعدة (TTY/TDD: 711)

Bassa

Chinese
您有權使用您的語言免費獲得該資訊和協助。請撥打您的ID卡上的成員服務號碼尋求協助。（TTY/TDD：711）

Farsi
شما این حق را دارید که این اطلاعات و کمک‌ها را به صورت رایگان به زبان خودتان دریافت کنید. برای دریافت کمک‌های شما به شماره مرکز خدمات اعضاء که بر روی کارت مشاواپیان درج شده است، تماس بگیرید。（TTY/TDD：711）

French
Vous avez le droit d’accéder gratuitement à ces informations et à une aide dans votre langue. Pour cela, veuillez appeler le numéro des Services destinés aux membres qui figure sur votre carte d’identification. (TTY/TDD: 711)

German
Sie haben das Recht, diese Informationen und Unterstützung kostenlos in Ihrer Sprache zu erhalten. Rufen Sie die auf Ihrer ID-Karte angegebene Servicenummer für Mitglieder an, um Hilfe anzufordern. (TTY/TDD: 711)

Igbo
Ị nwere ikike ǹweta ozi a yana enyemaka n’asụṣụ gị n’efu. Kpọọ nomba Orù Onye Otu dj na kaadị NJ gi maka enyemaka. (TTY/TDD: 711)

Japanese
この情報と支援を希望する言語で無料で受けることができます。支援を受けるには、IDカードに記載されているメンバーサービス番号に電話してください。 (TTY/TDD: 711)

Korean
귀하에게는 무료로 이 정보를 얻고 귀하의 언어로 도움을 받을 권리가 있습니다. 도움을 얻으려면 귀하의 ID 카드에 있는 회원 서비스 번호로 전화하십시오. (TTY/TDD: 711)
It's important we treat you fairly

That’s why we follow federal civil rights laws in our health programs and activities. We don’t discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn’t English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (TTY/TDD: 711). If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our Compliance Coordinator in writing to Compliance Coordinator, P.O. Box 27401, Mail Drop VA2002-N160, Richmond, VA 23279. Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201 or by calling 1-800-368-1019 (TDD: 1-800-537-7697) or online at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf. Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.