



# Dental Primary Plans

## 4 Plans<sup>1</sup> for Individuals & Families with Optional Vision Benefits<sup>2</sup>

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Golden Rule Insurance Company is the underwriter of these plans.

This product is administered by Dental Benefit Providers, Inc.

Policy Forms GRI-DEN3-JR, -50(AK), -01 (AL), -02 (AZ), -03 (AR), -04 (CA), -05 (CO), -06 (CT), (DE), -08 (DC), -09 (FL), -10 (GA), -51 (HI), -12 (IL), -13 (IN), -14 (IA), -15 (KS), -16 (KY), -17 (LA), -18 (ME), -19 (MD), -21 (MI), -22 (MN), -23 (MS), -24 (MO), -26 (NE), -27 (NV), -28 (NH), -29 (NJ), -30 (NM), -32 (NC), -33 (ND), -35 (OK), -36 (OR), -37 (PA), -38 (RI), -39 (SC), -40 (SD), -41 (TN), -42 (TX), -43 (UT), -44 (VT), -45 (VA), -47 (WV), -48 (WI), and -49 (WY); GRI-DEN3-JR-PB, -11 (ID), -34 (OH), -46 (WA); GRI-DEN3-JR-PBM, -11 (ID), -34 (OH), -46 (WA)

<sup>1</sup> Primary Preferred and Primary Preferred Plus are the only plans available in CO and MN. Primary and Primary Plus are the only plans available in ME. Primary Plus and Primary Preferred Plus are the only plans available in AK, NJ, NV & WY.

<sup>2</sup> The optional vision benefit is not available in MN, RI or WA.

This is an outline only and is not intended to serve as a legal interpretation of benefits. Reasonable effort has been made to have this outline represent the intent of contract language. However, the contract language stands alone and the complete terms of the coverage will be determined by the policy. State-specific differences may apply.



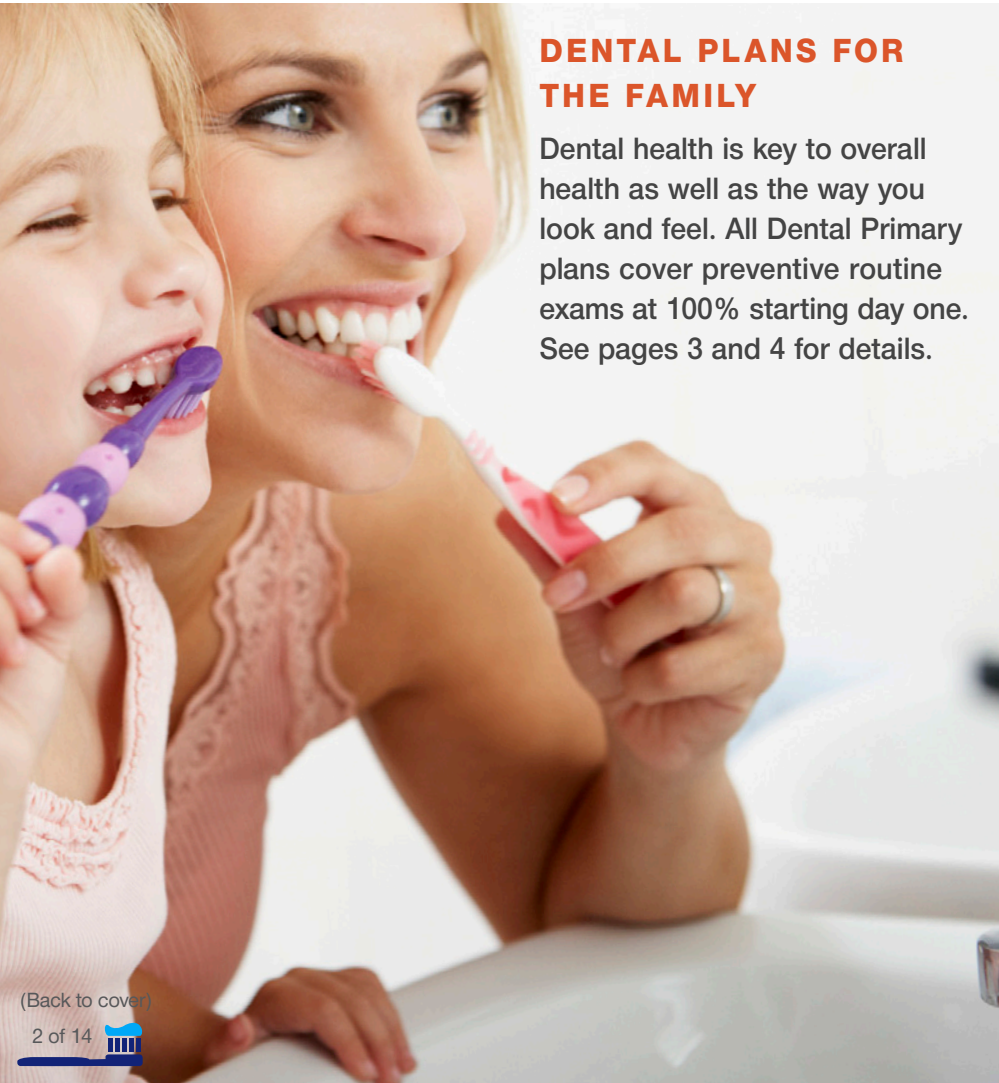


## What is your smile, your vision, and your ability to hear worth?

Life can be more enjoyable when you feel comfortable with your smile and can see and hear the world around you.

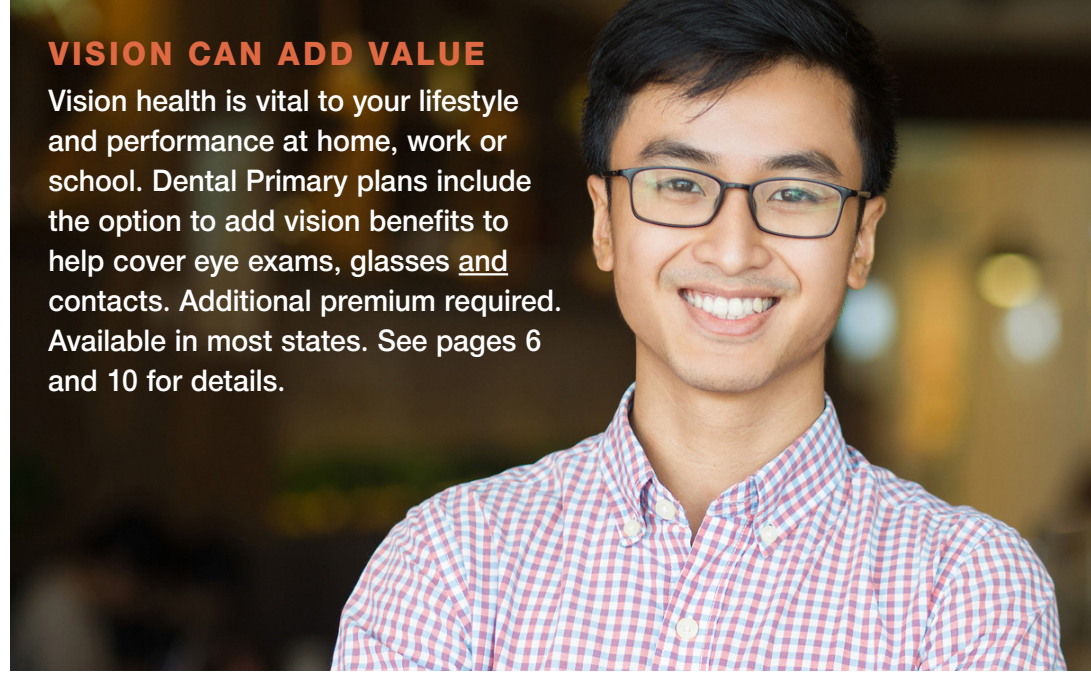
### DENTAL PLANS FOR THE FAMILY

Dental health is key to overall health as well as the way you look and feel. All Dental Primary plans cover preventive routine exams at 100% starting day one. See pages 3 and 4 for details.



### VISION CAN ADD VALUE

Vision health is vital to your lifestyle and performance at home, work or school. Dental Primary plans include the option to add vision benefits to help cover eye exams, glasses and contacts. Additional premium required. Available in most states. See pages 6 and 10 for details.



### HEARING AID DISCOUNTS\*

Hearing health is essential for social conversations, alertness and overall safety. UnitedHealthcare Hearing provides access to discounts on hearing exams and hearing aids. See page 5 for details.



\*Hearing discounts are provided by UnitedHealthcare Hearing and are not insurance.







## Primary<sup>1,2</sup>

Designed to offer immediate coverage and network discounts for preventive care and basic services. Plan availability varies by state.

### Lower Premium

<b>Preventive Care Services</b> (includes routine cleaning & exams)	<b>Policy pays 100% day one</b>
<b>After Deductible:</b>	
<b>Basic Services</b> (includes simple fillings & extractions)	<b>Policy pays 50% day one</b> 65% after policy year one 80% after policy year two
<b>Major Services</b> (includes crowns, root canals, oral surgery, and bridges)	Not covered
<b>Coverage Amount</b> (per calendar year)	<b>\$1,000 annual maximum</b>
<b>Deductible</b> (per calendar year, family max 3 deductibles)	<b>\$50 per person</b> (basic services)
<b>Most Valuable Feature</b>	<b>Lowest premium</b> of Dental Primary plans



## Primary Plus<sup>2,3</sup>

This plan pays more for non-network dentists on basic services than the other plans. There is also no waiting period for preventive care or basic services. Plan availability varies by state.

### Use Any Dentist

<b>Preventive Care Services</b> (includes routine cleaning & exams)	<b>Policy pays 100% day one</b>
<b>After Deductible:</b>	
<b>Basic Services</b> (includes simple fillings & extractions)	<b>Policy pays 50% day one</b> 65% after policy year one 80% after policy year two
<b>Major Services</b> (includes crowns, root canals, oral surgery, and bridges)	Not covered
<b>Coverage Amount</b> (per calendar year)	<b>\$1,000 annual maximum</b>
<b>Deductible</b> (per calendar year, family max 3 deductibles)	<b>\$50 per person</b> (basic services)
<b>Most Valuable Feature</b>	<b>Network Flexibility</b> of higher non-network benefits

### Comparing Non-Network vs. Network<sup>4</sup>

			Non-Network Primary <sup>1,2</sup>	Primary Plus <sup>3,2</sup>	Network Both Plans
<b>Simple Filling</b>	Retail charge:	<b>\$181.14</b>	You pay:	<b>\$152.64</b>	<b>\$90.57</b>
				<b>\$28.50</b>	

<sup>1</sup> Pays non-network provider benefits based on the network negotiated rate. <sup>2</sup> Non-network dentists can bill a patient for any remaining amount up to the billed charge. <sup>3</sup> Pays non-network provider benefits based on the reasonable and customary charge. <sup>4</sup> Service pricing in ZIP Code 752- using policy year one and assuming the plan deductible has been met. Discounts vary by policy year, type of provider, geographic area, and type of service.





## Primary Preferred<sup>1,2</sup>

Major services are covered, after a 6-month waiting period, using network dentists. Plan availability varies by state.

### Includes Major Services

<b>Preventive Care Services</b> (includes routine cleaning & exams)	<b>Policy pays 100% day one</b>
<b>After Deductible:</b>	
<b>Basic Services</b> (includes simple fillings & extractions)	<b>Policy pays 35% day one<sup>4</sup></b> 65% after policy year one 80% after policy year two
<b>Major Services</b> (includes crowns, root canals, oral surgery, and bridges)	<b>Policy pays 15% after<sup>4</sup></b> 6-month waiting period 50% after policy year one 60% after policy year two
<b>Coverage Amount</b> (per calendar year)	<b>\$1,000 annual maximum</b>
<b>Deductible</b> (per calendar year, family max 3 deductibles)	<b>\$50 per person</b> (combined basic and major services)
<b>Most Valuable Feature</b>	<b>Major Services Coverage</b>



## Primary Preferred Plus<sup>2,3</sup>

Enjoy the flexibility of using network or non-network dentists plus this plan covers major services after a 6-month waiting period.

### Use Any Dentist + Major Services

<b>Preventive Care Services</b> (includes routine cleaning & exams)	<b>Policy pays 100% day one</b>
<b>After Deductible:</b>	
<b>Basic Services</b> (includes simple fillings & extractions)	<b>Policy pays 35% day one<sup>4</sup></b> 65% after policy year one 80% after policy year two
<b>Major Services</b> (includes crowns, root canals, oral surgery, and bridges)	<b>Policy pays 15% after<sup>4</sup></b> 6-month waiting period 50% after policy year one 60% after policy year two
<b>Coverage Amount</b> (per calendar year)	<b>\$1,000 annual maximum</b>
<b>Deductible</b> (per calendar year, family max 3 deductibles per service type)	<b>\$50 per person</b> (combined basic and major services)
<b>Most Valuable Feature</b>	<b>Network Flexibility with Major Services Coverage</b>

### Comparing Non-Network vs. Network<sup>5</sup>

			Non-Network Preferred <sup>1,2</sup>	Non-Network Preferred Plus <sup>3,2</sup>	Network Both Plans
Simple Filling	Retail charges:	\$181.14	\$161.19	\$117.74	\$37.05
Molar Root Canal		\$1,255.36	\$1,170.01	\$1,067.06	\$483.65

<sup>1</sup> Pays non-network provider benefits based on the network negotiated rate.

<sup>2</sup> Non-network dentists can bill a patient for any remaining amount up to the billed charge. <sup>3</sup> Pays non-network provider benefits based on the reasonable and customary charge. <sup>4</sup> 50% in CT & IL. <sup>5</sup> Service pricing in ZIP Code 752– using policy year one and assuming the plan deductible has been met. Discounts vary by policy year, type of provider, geographic area, and type of service.





## ACCESS TO DISCOUNTS ON HEARING AIDS

The cost of treatment can often be a prime concern for someone who has hearing loss. Did you know that studies have found that income can be significantly decreased by not wearing hearing aids? Hearing loss can pose a significant barrier to everything from productivity and overall career success to household earnings.<sup>1</sup> “Because hearing loss often occurs gradually, it can be difficult to recognize when you have it.”<sup>2</sup>

Learn more about discounts on hearing exams and hearing aids through UnitedHealthcare Hearing.

### UnitedHealthcare Hearing **KEY FEATURES**

Over 5,000 hearing providers nationwide<sup>3</sup>

Hearing exams and hearing aid evaluations

Name-brand and private-labeled hearing aids

Order hearing aids in person or through home delivery

**65% of people  
with hearing loss are  
younger than age 65.**

— [betterhearing.org](https://betterhearing.org)  
The Better Hearing Institute, 2018



### **Hearing Discount Example**

*Jen notices she often has to ask her family members to repeat themselves to her, so she decides to get a hearing exam. Jen works with UnitedHealthcare Hearing to schedule the hearing exam. After being diagnosed with some hearing loss, UnitedHealthcare Hearing calls Jen to discuss the different hearing aid options available. She is able to find hearing aids for less than retail with UnitedHealthcare Hearing’s help.*

By calling toll free at 1-855-523-9355, TTY 711, UnitedHealthcare Hearing can guide you through the process, handling the audiologist referral so you don’t have to see your primary care physician first.

<sup>1</sup> 5 Ways Better Hearing Can Help Your Career, [audiologyinc.net](https://audiologyinc.net), October 2017

<sup>2</sup> Regular Screenings are Important [hearingofamerica.com](https://hearingofamerica.com), May 2017

<sup>3</sup> 2019 UnitedHealthcare internal data.







## OPTION TO ADD VISION BENEFIT<sup>1</sup>

Using your benefits is easy! Once your plan is effective, review your benefit information. Find a network doctor who's right for you to get the most out of your eye care experience.<sup>2</sup> Mention that you have UnitedHealthcare vision powered by Spectera Eyecare Networks. **Coverage starts day one, no ID card needed, no claim forms to fill out.**

### COVERED EXPENSES WHAT YOU PAY

<b>Eye Exam</b> Once every 12 months	<b>Network</b>	\$10 copay
	Non-network	Any charge over \$50 allowance
<b>Eyeglass Frames<sup>3</sup></b> Once every 12 months	<b>Network</b>	Any charge over \$150 allowance
	Non-network	Any charge over \$75 allowance
<b>Eyeglass Lenses</b> One pair every 12 months (of any type) <sup>3</sup>	<b>Network</b>	\$10 copay
	Non-network	Any charge over: \$40 allowance (Single Vision); \$60 allowance (Bifocal); \$80 allowance (Trifocal/Lenticular)
<b>and Contacts:</b>		
<b>Contacts</b> Once every 12 months	<b>Network</b>	Select Contact Lenses List <sup>4</sup> : \$0 Copay Non-Selection Contacts: Any charge over \$150 allowance
	Non-network	Any charge over \$105 allowance



**“Eye exams at every age and life stage can help keep your vision strong.”**

— [cdc.org](https://www.cdc.org) Centers for Disease Control and Prevention, July 2018

### Optional Vision Benefit Example

*Jane has vision coverage with her family's dental plan. She is able to get a new pair of glasses every 12 months for her daughter who needs them more often as she grows. She can even get contacts in addition to glasses every year when her daughter wants to change up her look.*

**Our network includes private practices along with leading retail locations.**

#### Popular retailers include:

Find additional retailers here.

20/20 Vision Center	America's Best	Costco Optical	Eyeglass World
National Vision	Sam's Club	Visionworks	Walmart

Additional premium required for adding the vision benefit. Not available in all areas. Details and limits to coverage are listed in the policy.

<sup>1</sup> Vision benefit not available in MN, RI, or WA.

<sup>2</sup> You may go outside the network, but are eligible for better discounts using network providers.

<sup>3</sup> See eyeglass frames and lens coverage details on page 10.

<sup>4</sup> If you choose disposable contacts, up to 6 boxes are included when obtained from an in-network provider.

# Other Details

## (all dental plans)

**This is only a general outline of the basic policy provisions and exclusions. State-specific differences may apply. It is not an insurance contract, nor part of the insurance policy. You will find complete details in the policy.**

**This brochure may be used in the following states:**

Alabama	Mississippi
Alaska	Missouri
Arizona	Nebraska
Arkansas	Nevada
California	New Hampshire
Colorado	New Jersey
Connecticut	New Mexico
Delaware	North Carolina
District of Columbia	North Dakota
Florida	Ohio
Georgia	Oklahoma
Hawaii	Oregon
Idaho	Pennsylvania
Illinois	South Carolina
Indiana	South Dakota
Iowa	Tennessee
Kansas	Texas
Kentucky	Utah
Louisiana	Vermont
Maine	Virginia
Maryland	West Virginia
Michigan	Wisconsin
	Wyoming

## Basic Policy Details

State-specific differences may apply. (For CA, see 45585iCA-G after the brochure for state-specific details.) All services are subject to annual maximums and may be subject to deductible and coinsurance.

### All Plans: Preventive Services

- Routine exams and cleanings – limited to 2 per calendar year
- X-rays (bitewing) – limited to 1 series per calendar year
- X-rays (full mount panoramic) – limited to 1 per 36 months
- Eligible children’s services (under the age of 16; in IL, under the age of 19):
  - Fluoride treatments – limited to 2 times per calendar year
  - Space maintainers – limited to once per 60 months plus adjustments within 6 months of installation.
  - Sealants – limited to once per first and second permanent molar every 36 months

### All Plans: Basic Services

- Fillings – amalgam and composite (composite is limited to anterior tooth)
- Simple nonsurgical extractions
- General anesthesia – in conjunction with oral surgery or the removal of 7 or more teeth
- Local anesthesia

### Preferred Plans Only: Major Services

(as limited in the policy)

- Root canals – limit 1 time per tooth, per lifetime
- Crowns – limit 1 per tooth, per 60 months
- Surgical extraction of erupted tooth or roots – limited to 1 time per tooth per lifetime
- Full dentures – limited to 1 per 60 months
- Bridges – limited to 1 time per 60 months

### Calendar Year vs. Policy Year

A calendar year runs from January to December and starts over on January 1 of the following year. Each plan’s annual maximum coverage amount and deductible apply during the calendar year.

A policy year is the anniversary of the plan’s effective start date. The increasing coinsurance applies to the plan’s policy year.

### Change or Misstatement of Residence (Address)

You must notify us within 60 days of changing your residence. Your premium based on your new residence will begin on the first due date after the change. If you misstate your residence on the application or fail to notify us of a change of residence, we will apply the correct premium on the first due date you resided at that residence. If the change results in: lower premium, we will refund any excess; higher premium, you will owe us (misstatement not applicable in AL or VT).

### Eligibility

At the time of application, primary insured must be 18-64 years of age. Spouse (as defined by state) may be of any age. Eligible children 0-25 years of age (drop off on 26th birthday) or as required by state. In HI, an eligible dependent includes a reciprocal beneficiary.

### Misstatement of Age

If the covered person’s age has been misstated on the covered person’s application for coverage under the policy, any future premiums may be adjusted and past premiums may be refunded or owed to us, or benefits may be adjusted, based on the correct age. If a covered person’s age has been misstated and we would not have issued coverage for that covered person, we will refund the premium paid minus any benefit amounts paid by us, and coverage would be void from the effective date.



# Other Details

## (all dental plans)

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Georgia	Oklahoma
Hawaii	Oregon
Idaho	Pennsylvania
Illinois	South Carolina
Indiana	South Dakota
Iowa	Tennessee
Kansas	Texas
Kentucky	Utah
Louisiana	Vermont
Maine	Virginia
Maryland	West Virginia
Michigan	Wisconsin
	Wyoming

### Non-Network vs. Network

You may pay more using non-network providers. Non-network providers may bill you for any amount up to the billed charge after the plan has paid its portion.

Network providers have agreed to discounted pricing for covered expenses with no additional billing to you other than the copayment, coinsurance, and deductible amounts.

### Premium

You will be given at least a 31-day notice (or longer if required by your state) of any change in your premium. We will make no change in your premium solely because of claims made by a covered person under the policy.

The covered persons type and level of benefits and place of residence on the premium due date are some of the factors that may be used in determining your premium rates.

### Renewability and Termination

The policy is renewable until the earliest of the following:

- The primary insured's death. If the policy includes dependents, it may be continued after the primary insured's death:
  - By the spouse, if the spouse is a covered person
  - Otherwise, by the youngest child who is a covered person;
- Nonpayment of premiums when due;
- The date we receive a request from you to terminate the policy;
- The date we decline to renew all policies issued on this form with the same type and level of benefits in your state of residence; or
- The date there is fraud or a misrepresentation made by or with the knowledge of a covered person.

### General Exclusions and Limitations

No benefits will be paid for any services not identified or included as covered expenses under the policy. You will be fully responsible for payment for any services which are not covered expenses.

**No benefits are payable for any service or treatment caused by, resulting from, for, which are, or relating to any of the following:**

- Incurred prior to the effective date, during the waiting period, or after the termination date of the policy.
- Exceeds the non-network provider reimbursement, the frequency limitations, or maximum benefits.
- Not rendered within the scope of the dentist's license.
- Payable under a medical policy issued by us, except in states that require this to be covered.
- Hospital or other facility charges and related anesthesia charges.
- Conscious sedation, analgesia, anxiolysis, and inhalation of nitrous oxide.
- Surgical extraction of wisdom teeth.
- Reconstructive surgery.
- Cosmetic dentistry.
- Oral hygiene instructions; plaque control; charges for completing dental claim forms; photographs; any dental supplies; prescription and non-prescription drugs, that are not dispensed and utilized in the dental office during your visit; sterilization fees; treatment of halitosis and any related procedures; lab procedures.
- Removal of sound functional restorations; temporary crowns and temporary prosthetics; provisional crowns and provisional prosthesis.
- Acupuncture, acupressure, and other forms of alternative treatment.
- Telephone consultations or for failure to keep a scheduled appointment.





# Other Details

## (all dental plans)

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Indiana	South Dakota
Iowa	Tennessee
Kansas	Texas
Kentucky	Utah
Louisiana	Vermont
Maine	Virginia
Maryland	West Virginia
Michigan	Wisconsin
	Wyoming

### General Exclusions and Limitations, continued

No benefits are payable for any service or treatment caused by, resulting from, for, which are, or relating to any of the following:

- Bone grafts, guided tissue regeneration, biologic materials to aid in soft and osseous tissue regeneration when performed in edentulous (toothless areas, ridge augmentation or preservations).
- Intoxication, as defined by applicable state law in the state where the loss occurred, or under the influence of illegal narcotics or controlled substance, unless administered or prescribed by a doctor.
- Experimental or investigational treatment or complications therefrom. (does not apply in VA)
- Which arise out of, or in the course of your employment for wage or profit (CA, FL, NC – applies if paid by worker's compensation).
- Any act of war, participation in a riot, intentionally self-inflicted bodily harm, or commission or attempt to commit a felony.
- Provided free of charge without this insurance or by a government plan or program.
- Provided by a family member or by someone who ordinarily resides with a covered person. (Does not apply in TX. Does not apply in SD if household member is only provider in 50 mile radius. Someone who ordinarily resides with a covered person does not apply in VA.)
- Received outside of the United States, except for a dental emergency.
- Related to temporomandibular joint, upper and lower jaw bone surgery (does not apply in MN or NM), or orthognathic surgery (does not apply in MN).
- Teeth that can be restored by other means; periodontal splinting, to correct abrasion, erosion, attrition, bruxism, abfraction, or for desensitization; or teeth that are not periodontally sound or have a questionable prognosis.
- Maxillofacial prosthetics and related services.
- Orthodontics or dental implants and any related procedure.
- To alter vertical dimension and/or restore or maintain occlusion, bite analysis, or congenital malformation.

- Setting of facial bony fractures and any treatment associated with the dislocation of facial skeletal hard tissue.
- Treatment of benign neoplasms, cysts, or other pathology involving benign lesions, except excisional removal; treatment of malignant neoplasms or congenital anomalies.
- Mouthguards, precision or semi-precision attachments, occlusal guards, bruxism appliances, duplicate dentures, harmful habit appliances, replacement of lost or stolen appliances, or sleep disorder appliances.
- Provided as a result of a prohibited referral (MD only).

**The following exclusion applies only to the Primary and Primary Plus plans:**

- Major services, which include all procedures or services related to endodontics, periodontics, major restorative services (crowns, inlays, onlays and veneers), prosthetics (bridges and dentures), and oral surgery.

**The following Exclusions and Limitations apply to Primary Preferred and Primary Preferred Plus plans for Major Services:**

- Initial placement of full or partial dentures or bridges and related services, to replace functional natural teeth that are congenitally missing or lost before insurance under the policy is in effect.
- Replacement of full or partial removable dentures, bridges, crowns, inlays, onlays, or veneers which can be repaired or restored to natural function.
- Replacement of complete dentures, fixed and removable partial dentures or crowns if damage or breakage was directly related to provider error.
- Fixed or removable prosthodontic restoration procedures for complete oral rehabilitation or reconstruction.
- Placement of fixed partial dentures solely to achieve periodontal stability.



# Vision Details

## (optional benefit)

**This is only a general outline of the basic policy provisions and exclusions. State-specific differences may apply. It is not an insurance contract, nor part of the insurance policy. You will find complete details in the policy.**

**This brochure may be used in the following states:**

- |                             |                       |
|-----------------------------|-----------------------|
| <b>Alabama</b>              | <b>Mississippi</b>    |
| <b>Alaska</b>               | <b>Missouri</b>       |
| <b>Arizona</b>              | <b>Nebraska</b>       |
| <b>Arkansas</b>             | <b>Nevada</b>         |
| <b>California</b>           | <b>New Hampshire</b>  |
| <b>Colorado</b>             | <b>New Jersey</b>     |
| <b>Connecticut</b>          | <b>New Mexico</b>     |
| <b>Delaware</b>             | <b>North Carolina</b> |
| <b>District of Columbia</b> | <b>North Dakota</b>   |
| <b>Florida</b>              | <b>Ohio</b>           |
| <b>Georgia</b>              | <b>Oklahoma</b>       |
| <b>Hawaii</b>               | <b>Oregon</b>         |
| <b>Idaho</b>                | <b>Pennsylvania</b>   |
| <b>Illinois</b>             | <b>South Carolina</b> |
| <b>Indiana</b>              | <b>South Dakota</b>   |
| <b>Iowa</b>                 | <b>Tennessee</b>      |
| <b>Kansas</b>               | <b>Texas</b>          |
| <b>Kentucky</b>             | <b>Utah</b>           |
| <b>Louisiana</b>            | <b>Vermont</b>        |
| <b>Maine</b>                | <b>Virginia</b>       |
| <b>Maryland</b>             | <b>West Virginia</b>  |
| <b>Michigan</b>             | <b>Wisconsin</b>      |
|                             | <b>Wyoming</b>        |

### How the Vision Program Works

Your out-of-pocket expenses – what you’ll owe for vision services – will vary depending on the type of provider you use:

- **For Network Vision Providers:** After your copay, they agree to accept the plan payment as full reimbursement for covered expenses. Check our online list of providers. They are categorized in three ways:
  - Full service – are contracted to provide eye exams and prescription eyewear at discounted rates.
  - Exam Only – are contracted to provide exams ONLY at discounted rates.
  - Dispense Only – are contracted to dispense prescription eyewear ONLY at discounted rates.
- **For Non-Network Vision Providers:** You must pay non-network providers in full at time of service. Then you submit itemized copies of receipts and request reimbursement from the UnitedHealthcare Vision Claims department (administered by Spectera, Inc.). Your out-of-pocket costs may be higher with a non-network provider.

Please Note: This vision benefit program is designed to cover vision needs rather than cosmetic extras. If those are selected, the plan will pay the costs of the allowed lenses and you will be responsible for the additional cost of the cosmetic extras.

In New Jersey, if you make an assignment of benefits, the network provider is responsible for requesting payment from us by filing the standard New Jersey claim form.

### Eyeglass Frames and Lenses

The eyeglass frames benefit includes their fitting and subsequent adjustments to maintain comfort and efficiency. Eyeglass lenses may include single vision, bifocal, and trifocal/lenticular lenses. Additional costs for other types of lenses, lens materials and lens option extras may apply.

### Vision Benefit Exclusions and Limitations

**No benefits are payable for the following vision expenses:**

- Orthoptics or vision therapy training and any associated supplemental testing;
- Plano lenses (a lens with no prescription on it);
- Oversized lenses;
- Replacement of eyeglass lenses and frames furnished under this plan which are lost or broken except at the normal intervals when services are otherwise available;
- Medical or surgical treatment of the eyes;
- Any eye examination or any corrective eyewear, required by an employer as a condition of employment;
- Corrective vision treatment of an experimental or investigative nature;
- Corrective surgical procedures such as, but not limited to, Radial Keratotomy (RK) and Photorefractive Keratectomy (PRK);
- Eyewear except prescription eyewear;
- Charges that exceed the allowed amount;
- Services or treatments that are already excluded in the General Exclusions and Limitations section of the policy; and
- Optional lens extras not listed in your policy.

## HEALTH PLAN NOTICES OF PRIVACY PRACTICES

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

### **MEDICAL INFORMATION PRIVACY NOTICE (Effective January 1, 2019)**

We (including our affiliates listed at the end of this notice) are required by law to protect the privacy of your health information. We are also required to send you this notice, which explains how we may use information about you and when we can give out or “disclose” that information to others. You also have rights regarding your health information that are described in this notice. We are required by law to abide by the terms of this notice.

The terms “information” or “health information” in this notice include any information we maintain that reasonably can be used to identify you and that relates to your physical or mental health condition, the provision of health care to you, or the payment for such health care. We will comply with the requirements of applicable privacy laws related to notifying you in the event of a breach of your health information.

We have the right to change our privacy practices and the terms of this notice. If we make a material change to our privacy practices, we will provide to you in our next annual distribution, either a revised notice or information about the material change or how to obtain a revised notice. We will provide this information either by direct mail or electronically in accordance with applicable law. In all cases, we will post the revised notice on our websites, such as [www.uhone.com](http://www.uhone.com), [www.myuhone.com](http://www.myuhone.com), [www.uhone4me.com](http://www.uhone4me.com), [www.myallsavers.com](http://www.myallsavers.com), or [www.myallsaversconnect.com](http://www.myallsaversconnect.com). We reserve the right to make any revised or changed notice effective for information we already have and for information that we receive in the future.

We collect and maintain oral, written and electronic information to administer our business and to provide products, services and information of importance to our customers. We maintain physical, electronic and procedural security safeguards in the handling and maintenance of our enrollees’ information, in accordance with applicable state and Federal standards, to protect against risks such as loss, destruction or misuse.

**How We Use or Disclose Information. We must** use and disclose your health information to provide information:

- To you or someone who has the legal right to act for you (your personal representative) in order to administer your rights as described in this notice; and
- To the Secretary of the Department of Health and Human Services, if necessary, to make sure your privacy is protected.

**We have the right to** use and disclose health information for your treatment, to pay for your health care and operate our business. For example, we may use or disclose your health information:

- **For Payment** of premiums due us, to determine your coverage and to process claims for health care services you receive including for subrogation or coordination of other benefits you may have. For example, we may tell a doctor whether you are eligible for coverage and what percentage of the bill may be covered.
- **For Treatment.** We may use or disclose health information to aid in your treatment or the coordination of your care. For example, we may disclose information to your physicians or hospitals to help them provide medical care to you.

- **For Health Care Operations.** We may use or disclose health information as necessary to operate and manage our business activities related to providing and managing your health care coverage. For example, we might conduct or arrange for medical review, legal services, and auditing functions, including fraud and abuse detection or compliance programs. We may also de-identify health information in accordance with applicable laws. After that information is de-identified, the information is no longer subject to this notice and we may use the information for any lawful purpose.

- **To Provide Information on Health Related Programs or Products** such as alternative medical treatments and programs or about health-related products and services.
- **To Plan Sponsors.** If your coverage is through an employer group health plan, we may share summary health information and enrollment and disenrollment information with the plan sponsor. In addition, we may share other health information with the plan sponsor for plan administration if the plan sponsor agrees to special restrictions on its use and disclosure of the information in accordance with Federal law.
- **For Underwriting Purposes.** We may use or disclose your health information for underwriting purposes; however, we will not use or disclose your genetic information for such purposes.
- **For Reminders.** We may use or disclose health information to contact you for appointment reminders with providers who provide medical care to you.

**We may** use or disclose your health information for the following purposes under limited circumstances:

- **As Required by Law.** We may disclose information when required to do so by law.
- **To Persons Involved With Your Care.** We may use or disclose your health information to a person involved in your care, such as a family member, when you are incapacitated or in an emergency, or when you agree or fail to object when given the opportunity. If you are unavailable or unable to object we will use our best judgment to decide if the disclosure is in your best interests. Special rules apply regarding when we may disclose health information to family members and others involved in a deceased individual’s care. We may disclose health information to any persons involved, prior to the death, in the care or payment for care of a deceased individual, unless we are aware that doing so would be inconsistent with a preference previously expressed by the deceased.
- **For Public Health Activities** such as reporting disease outbreaks to a public health authority.
- **For Reporting Victims of Abuse, Neglect or Domestic Violence** to government authorities, including a social service or protective service agency.
- **For Health Oversight Activities** such as licensure, governmental audits and fraud and abuse investigations.
- **For Judicial or Administrative Proceedings** such as in response to a court order, search warrant or subpoena.
- **For Law Enforcement Purposes** such as providing limited information to locate a missing person or report a crime.
- **To Avoid a Serious Threat to Health or Safety** by, for example, disclosing information to public health agencies or law enforcement authorities, or in the event of an emergency or natural disaster.



- **For Specialized Government Functions** such as military and veteran activities, national security and intelligence activities, and the protective services for the President and others.
- **For Workers' Compensation** including disclosures required by state workers' compensation laws that govern job-related injury or illness.
- **For Research Purposes** such as research related to the prevention of disease or disability, if the research study meets Federal privacy law requirements.
- **To Provide Information Regarding Decedents.** We may disclose information to a coroner or medical examiner to identify a deceased person, determine a cause of death, or as authorized by law. We may also disclose information to funeral directors as necessary to carry out their duties.
- **For Organ Procurement Purposes.** We may use or disclose information to entities that handle procurement, banking or transplantation of organs, eyes or tissue to facilitate donation and transplantation.
- **To Correctional Institutions or Law Enforcement Officials** if you are an inmate of a correctional institution or under the custody of a law enforcement official, but only if necessary (1) for the institution to provide you with health care; (2) to protect your health and safety or the health and safety of others; or (3) for the safety and security of the correctional institution.
- **To Business Associates** that perform functions on our behalf or provide us with services if the information is necessary for such functions or services. Our business associates are required, under contract with us and pursuant to Federal law, to protect the privacy of your information and are not allowed to use or disclose any information other than as specified in our contract and as permitted by Federal law.
- **Additional Restrictions on Use and Disclosure.** Certain Federal and state laws may require special privacy protections that restrict the use and disclosure of certain health information, including highly confidential information about you. Such laws may protect the following types of information: Alcohol and Substance Abuse, Biometric Information, Child or Adult Abuse or Neglect, including Sexual Assault, Communicable Diseases, Genetic Information, HIV/AIDS, Mental Health, Minors' Information, Prescriptions, Reproductive Health, and Sexually Transmitted Diseases.

If a use or disclosure of health information described above in this notice is prohibited or materially limited by other laws that apply to us, it is our intent to meet the requirements of the more stringent law.

Except for uses and disclosures described and limited as set forth in this notice, we will use and disclose your health information only with a written authorization from you. This includes, except for limited circumstances allowed by Federal privacy law, not using or disclosing psychotherapy notes about you, selling your health information to others or using or disclosing your health information for certain promotional communications that are prohibited marketing communications under Federal law, without your written authorization. Once you give us authorization to release your health information, we

cannot guarantee that the person to whom the information is provided will not disclose the information. You may take back or "revoke" your written authorization, except if we have already acted based on your authorization. To revoke an authorization, call the phone number listed on your health plan ID card.

**What Are Your Rights.** The following are your rights with respect to your health information.

- **You have the right to ask to restrict** uses or disclosures of your information for treatment, payment, or health care operations. You also have the right to ask to restrict disclosures to family members or to others who are involved in your health care or payment for your health care. We may also have policies on dependent access that may authorize certain restrictions. **Please note that while we will try to honor your request and will permit requests consistent with our policies, we are not required to agree to any restriction.**
- **You have the right to ask to receive confidential communications** of information in a different manner or at a different place (for example, by sending information to a PO Box instead of your home address). We will accommodate reasonable requests where a disclosure of all or part of your health information otherwise could endanger you. In certain circumstances, we will accept verbal requests to receive confidential communications; however, we may also require you to confirm your request in writing. In addition, any request to modify or cancel a previous confidential communication request must be made in writing. Mail your request to the address listed below.
- **You have the right to see and obtain a copy** of health information that we maintain about you such as claims and case or medical management records. If we maintain your health information electronically, you will have the right to request that we send a copy of your health information in an electronic format to you. You can also request that we provide a copy of your information to a third party that you identify. In some cases you may receive a summary of this health information. You must make a written request to inspect and copy your health information or have it sent to a third party. Mail your request to the address listed below. In certain limited circumstances, we may deny your request to inspect and copy your health information. If we deny your request, you may have the right to have the denial reviewed. We may charge a reasonable fee for any copies.
- **You have the right to ask to amend information** we maintain about you such as claims and case or medical management records, if you believe the health information about you is wrong or incomplete. Your request must be in writing and provide the reasons for the requested amendment. Mail your request to the address listed below. If we deny your request, you may have a statement of your disagreement added to your health information.
- **You have the right to receive an accounting** of certain disclosures of your information made by us during the six years prior to your request. This accounting will not include disclosures of information: (i) for treatment, payment, and health care operations purposes; (ii) to you or pursuant to your authorization; and (iii) to correctional institutions or law enforcement officials; and (iv) other disclosures for which Federal law does not require us to provide an accounting.

• **You have the right to a paper copy of this notice.** You may ask for a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice. In addition, you may obtain a copy of this notice at our websites such as [www.uhone.com](http://www.uhone.com), [www.myuhone.com](http://www.myuhone.com), [www.uhone4me.com](http://www.uhone4me.com), [www.myallsavers.com](http://www.myallsavers.com), or [www.myallsaversconnect.com](http://www.myallsaversconnect.com).

• **You have the right to be considered a protected person.** (New Mexico only)

A “protected person” is a victim of domestic abuse who also is either: (i) an applicant for insurance with us; (ii) a person who is or may be covered by our insurance; or (iii) someone who has a claim for benefits under our insurance.

### Exercising Your Rights

• **Contacting your Health Plan.** If you have any questions about this notice or want to exercise any of your rights, you may contact a UnitedHealthOne Customer Call Center Representative. For Golden Rule members call us at 800-657-8205 (TTY 711). For All Savers members, call us at 1-800-291-2634 (TTY 711).

• **Filing a Complaint.** If you believe your privacy rights have been violated, you may file a complaint with us at the address listed below.

• **Submitting a Written Request.** Mail to us your written requests to exercise any of your rights, including modifying or cancelling a confidential communication, requesting copies of your records, or requesting amendments to your record at the following address:

• Privacy Office, 7440 Woodland Drive, Indianapolis, IN 46278-1719

• **You may also notify the Secretary of the U.S. Department of Health and Human Services of your complaint.** We will not take any action against you for filing a complaint.

**Fair Credit Reporting Act Notice.** In some cases, we may ask a consumer-reporting agency to compile a consumer report, including potentially an investigative consumer report, about you. If we request an investigative consumer report, we will notify you promptly with the name and address of the agency that will furnish the report. You may request in writing to be interviewed as part of the investigation. The agency may retain a copy of the report. The agency may disclose it to other persons as allowed by the Federal Fair Credit Reporting Act.

We may disclose information solely about our transactions or experiences with you to our affiliates.

**MIB.** In conjunction with our membership in MIB, Inc., formerly known as Medical Information Bureau (MIB), we or our reinsurers may make a report of your personal information to MIB. MIB is a not-for-profit organization of life and health insurance companies that operates an information exchange on behalf of its members. If you submit an application or claim for benefits to another MIB member company for life or health insurance coverage, the MIB, upon request, will supply such company with information regarding you that it has in its file.

If you question the accuracy of information in the MIB’s file, you may seek a correction in accordance with the procedures set forth in the Federal Fair Credit Reporting Act. Contact MIB at: MIB, Inc., 50 Braintree Hill Park Ste. 400, Braintree, MA 02184-8734, 1-866-692-6901, [www.mib.com](http://www.mib.com).

### FINANCIAL INFORMATION PRIVACY NOTICE (Effective January 1, 2019)

We (including our affiliates listed at the end of this notice) are committed to maintaining the confidentiality of your personal financial information. For the purposes of this notice, “personal financial information” means information, other than health information, about an insured or an applicant for coverage that identifies the individual, is not generally publicly available and is collected from the individual or is obtained in connection with providing coverage to the individual.

**Information We Collect.** Depending upon the product or service you have with us, we may collect personal financial information about you from the following sources:

- Information we receive from you on applications or other forms, such as name, address, age, medical information and Social Security number;
- Information about your transactions with us, our affiliates or others, such as premium payment and claims history; and
- Information from a consumer reporting agency.

**Disclosure of Information.** We do not disclose personal financial information about our insureds or former insureds to any third party, except as required or permitted by law. For example, in the course of our general business practices, we may, as permitted by law, disclose any of the personal financial information that we collect about you, without your authorization, to the following types of institutions:

- To our corporate affiliates, which include financial service providers, such as other insurers, and non-financial companies, such as data processors;
- To nonaffiliated companies for our everyday business purposes, such as to process your transactions, maintain your account(s), or respond to court orders and legal investigations; and
- To nonaffiliated companies that perform services for us, including sending promotional communications on our behalf.

**We restrict access to personal financial information** about you to employees, affiliates and service providers who are involved in administering your health care coverage or providing services to you. We maintain physical, electronic and procedural safeguards that comply with Federal standards to guard your personal financial information.

**Confidentiality and Security.** We maintain physical, electronic and procedural safeguards, in accordance with applicable state and Federal standards, to protect your personal financial information against risks such as loss, destruction or misuse. These measures include computer safeguards, secured files and buildings, and restrictions on who may access your personal financial information.

**Questions About this Notice.** If you have any questions about this notice, you may contact a UnitedHealthOne Customer Call Center Representative. For Golden Rule members call us at 1-800-657-8205 (TTY 711). For All Savers members, call us at 1-800-291-2634 (TTY 711). The Notice of Privacy Practices, effective January 1, 2019, is provided on behalf of All Savers Insurance Company; All Savers Life Insurance Company of California; Golden Rule Insurance Company; Oxford Health Insurance, Inc.; UnitedHealthcare Insurance Company; and UnitedHealthcare Life Insurance Company. To obtain an authorization to release your personal information to another party, please go to the appropriate website listed in this Notice.

### Conditions Prior To Coverage (Applicable with or without the Conditional Receipt)

Subject to the limitations shown below, insurance will become effective if the following conditions are met:

1. The application is completed in full and is unconditionally accepted and approved by Golden Rule Insurance Company.
2. The first full premium, according to the mode of premium payment chosen, has been paid on or prior to the effective date, and any check is honored on first presentation for payment.
3. The policy is: (a) issued by Golden Rule Insurance Company exactly as applied for within 45 days from date of application; (b) delivered to the proposed insured; and (c) accepted by the proposed insured.

Failure to include all material medical information or correct information regarding the tobacco use of any applicant may cause the Company to deny a future claim and to void your coverage as though it has never been in force. After you have completed the application and before you sign it, reread it carefully. Be certain that all information has been properly recorded.

Keep this document. It has important information.

