



## Multi-language Interpreter Services

If you, or someone you're helping, has questions about this document you have the right to get help and information in your language at no cost. To talk to an interpreter, call 866-494-2111. **English**

እርስዎ፣ ወይም እርስዎ እየረዱት ያለ ሰው፣ ይህንን ሰነድ በተመለከተ ጥያቄዎች ካሉት፣ ያለ ምንም ክፍያ በቋንቋዎ እርዳታ እና መረጃ የማግኘት መብት አለዎት። ከአስተርጓሚ ጋር ለመነጋገር በ 866-494-2111 ይደውሉ። **Amharic**

إن كانت لديك أو لدي الشخص الذي تقوم بمساعدته أية استفسارات عن هذه الوثيقة، فإنه من حقك الحصول على المساعدة و المعلومات بلغتك و بدون أي تكلفة. للتحدث إلى أحد الأشخاص للمساعدة، اتصل على / **Arabic** . 866-494-2111

如果您或您要幫助的人有關於本文件的疑問，您有權免費以您的語言取得協助和相關資訊。如欲與口譯員洽談，請致電 866-494-2111。 **Chinese**

Si vous, ou quelqu'un que vous aidez, a des questions à propos de ce document, vous avez le droit d'obtenir de l'aide et des informations dans votre langue, sans frais. Pour parler à un interprète, composez le 866-494-2111. **French**

Falls Sie oder eine von Ihnen unterstützte Person Fragen zu diesem Dokument haben, haben Sie Anrecht auf kostenfreie Hilfe und Information in Ihrer Sprache. Sie erreichen unsere Dolmetscher unter der Rufnummer 866-494-2111. **German**

જો તમને, અથવા તમે જેને મદદ કરી રહ્યાં છો, તેને આ દસ્તાવેજ વિશે પ્રશ્નો હોય, તો તમને કોઈ પણ જાતનો ખર્ચ કર્યા વગર તમારી ભાષામાં મદદ અને માહિતી મેળવવાનો અધિકાર છે. એક દુભાષિયા સાથે વાત કરવા માટે સંપર્ક કરો ૮૬૬-૪૯૪-૨૧૧૧. **Gujarati**

अगर आप या आप जिस की सहायता कर रहे हैं, किसी के भी इस दस्तावेज़ के बारे में सवाल हैं, तो आपके पास कोई भी कीमत चुकाये बिना अपनी भाषा में सहायता और जानकारी प्राप्त करने का अधिकार है। एक दुभाषिये से बात करने के लिए, 866-494-2111 पर फ़ोन करें। **Hindi**

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귀하 또는 귀하가 돕는 사람이 본 문서와 관련하여 문의사항이 있는 경우, 귀하는 무료로 귀하의 모국어를 이용해 도움 및 정보를 받을 권리가 있습니다. 통역사와 대화하시려면 866-494-2111 번으로 전화하십시오. **Korean**

ຖ້າຫາກວ່າທ່ານ, ຫຼືຜູ້ໃດທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ມີຄຳຖາມກ່ຽວກັບເອກະສານນີ້, ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນທີ່ເປັນພາສາຂອງທ່ານໂດຍທີ່ບໍ່ເສຍຄ່າ. ວົມກັບນາຍພາສາ, ໂທຫາເບີ 866-494-2111.

**Laotian**

اگر شما یا شخصی که به وی کمک می کنید در مورد این نوشتار سوالاتی دارید، حق دارید که راهنمایی و اطلاعات را بدون اخذ هزینه به زبان خودتان دریافت کنید. برای گفتگو با مترجم شفاهی، با شماره 866-494-2111 تماس بگیرید. **Persian**

Если у Вас или кого-либо, кому Вы оказываете помощь, возникли вопросы по поводу данного документа, Вы имеете право получить бесплатную помощь и информацию на Вашем родном языке. Для того чтобы связаться с переводчиком, позвоните по телефону 866-494-2111. **Russian**

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de este documento tiene derecho a obtener ayuda e información en su idioma sin costo. Para hablar con un intérprete, llame al 866-494-2111. **Spanish**

Kung ikaw, o ang isang taong tinutulungan ninyo, ay may mga tanong tungkol sa dokumentong ito, mayroon kayong karapatang humingi ng tulong at impormasyon sa inyong wika nang libre. Upang makipag-usap sa isang interpreter, tumawag sa 866-494-2111. **Tagalog**

Nếu quý vị, hoặc một người nào đó mà quý vị đang giúp đỡ, có câu hỏi về tài liệu này quý vị có quyền nhận được sự giúp đỡ và thông tin bằng ngôn ngữ của quý vị mà không mất khoản phí nào. Để nói chuyện với phiên dịch viên, vui lòng gọi số 866-494-2111. **Vietnamese**





**This is only a summary.** If you want more detail about your coverage and costs, you can get the complete terms in the policy or plan document at [www.cigna.com/individuals-families/tennessee-health-insurance-plans-2017](http://www.cigna.com/individuals-families/tennessee-health-insurance-plans-2017) or by calling 1-866-494-2111.


| Important Questions   | Answers  | Why this Matters:   |
|---|--|---|
| <p><b>What is the overall <u>deductible</u>?</b></p>                    | <p><b>\$500</b> person/ <b>\$1,000</b> family</p> <p>Does not apply to preventive care, eye exam/glasses for children, and specialty prescription drugs.</p> | <p>You must pay all the costs up to the <b>deductible</b> amount before this plan begins to pay for covered services you use. Check your policy or plan document to see when the <b>deductible</b> starts over (usually, but not always, January 1st). See the chart starting on page 2 for how much you pay for covered services after you meet the <b>deductible</b>.</p>   |
| <p><b>Are there other <u>deductibles</u> for specific services?</b></p> | <p>No.</p>   | <p>You don't have to meet <b>deductibles</b> for specific services, but see the chart starting on page 2 for your costs for services this plan covers.</p>  |
| <p><b>Is there an <u>out-of-pocket limit</u> on my expenses?</b></p>    | <p>Yes, <b>\$1,800</b> person/ <b>\$3,600</b> family</p>   | <p>The <b>out-of-pocket limit</b> is the most you could pay during a coverage period (usually one year) for your share of the cost of covered services. This limit helps you plan for health care expenses.</p>   |
| <p><b>What is not included in the <u>out-of-pocket limit</u>?</b></p>   | <p>Premium, balanced-billed charges, penalties for failure to obtain pre-authorization for services, and health care this plan doesn't cover</p>             | <p>Even though you pay these expenses, they don't count toward the <b>out-of-pocket limit</b>.</p>  |
| <p><b>Is there an overall annual limit on what the plan pays?</b></p>   | <p>No.</p>   | <p>The chart starting on page 2 describes any limits on what the plan will pay for <i>specific</i> covered services, such as office visits</p>  |
| <p><b>Does this plan use a <u>network of providers</u>?</b></p>         | <p>Yes. For a list of in-network providers, see <a href="http://www.cigna.com/ifp-providers">www.cigna.com/ifp-providers</a> or call 1-866-494-2111</p>      | <p>If you use an in-network doctor or other health care <b>provider</b>, this plan will pay some or all of the costs of covered services. Be aware, your in-network doctor or hospital may use an out-of-network <b>provider</b> for some services. Plans use the term in-network, <b>preferred</b>, or participating for <b>providers</b> in their <b>network</b>. See the chart starting on page 2 for how this plan pays different</p> |

Questions: Call 1-866-494-2111 or visit us at [www.cigna.com/individuals-families/tennessee-health-insurance-plans-2017](http://www.cigna.com/individuals-families/tennessee-health-insurance-plans-2017).

If you aren't clear about any of the bolded terms used in this form, see the Glossary.

You can view the Glossary at [www.cciio.cms.gov](http://www.cciio.cms.gov) or call 1-866-494-2111 to request a copy.

|   |      |  |
|---|------|--|
|   |      | kinds of <b>providers</b>  |
| <b>Do I need a referral to see a <u>specialist</u>?</b> | Yes. | This plan will pay some or all of the costs to see a <b>specialist</b> for covered services, but only if you have the plan’s permission before you see the specialist. |
| <b>Are there services this plan doesn’t cover?</b>      | Yes. | Some of the services this plan doesn’t cover are listed on page 5. See your policy or plan document for additional information about <b>excluded services</b> .        |

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- **Copayments** are fixed dollar amounts (for example, \$15) you pay for covered health care, usually when you receive the service.
  - **Coinsurance** is *your* share of the costs of a covered service, calculated as a percent of the **allowed amount** for the service. For example, if the plan’s **allowed amount** for an overnight hospital stay is \$1,000, your **coinsurance** payment of 20% would be \$200. This may change if you haven’t met your **deductible**.
  - The amount the plan pays for covered services is based on the **allowed amount**. If an out-of-network **provider** charges more than the **allowed amount**, you may have to pay the difference. For example, if an out-of-network hospital charges \$1,500 for an overnight stay and the **allowed amount** is \$1,000, you may have to pay the \$500 difference. (This is called **balance billing**.)
  - This plan may encourage you to use **in-network providers** by charging you lower **deductibles**, **copayments** and **coinsurance** amounts.

| Common Medical Event   | Services You May Need                            | Your Cost If You Use an In-network Provider | Your Cost If You Use an Out-of-network Provider | Limitations & Exceptions   |
|--|--|---|---|--|
| <b>If you visit a health care <u>provider’s</u> office or clinic</b> | Primary care visit to treat an injury or illness | 20% co-insurance                            | Not covered                                     | Expanded Access Telehealth visit – 20% co-insurance after deductible if from a provider in the expanded access telehealth network. Refer to the policy for more information. |
|  | Specialist visit                                 | 20% co-insurance                            | Not covered                                     | -----None-----   |
|  | Other practitioner office visit                  | 20% co-insurance                            | Not covered                                     | -----None-----   |
|  | Preventive care/screening/immunization           | No charge                                   | Not covered                                     | -----None-----   |
| <b>If you have a test</b>  | Diagnostic test (x-ray, blood work)              | 20% co-insurance                            | Not covered                                     | -----None-----   |
|  | Imaging (CT/PET scans, MRIs)                     | 20% co-insurance                            | Not covered                                     | -----None-----   |

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| Common Medical Event   | Services You May Need                          | Your Cost If You Use an In-network Provider                  | Your Cost If You Use an Out-of-network Provider | Limitations & Exceptions  |
|--|--|--|---|---|
| <b>If you need drugs to treat your illness or condition</b><br><br>More information about <b>prescription drug coverage</b> is available at <a href="http://www.cigna.com/ifp-drug-list">www.cigna.com/ifp-drug-list</a> . | Preferred generic drugs                        | 20% co-insurance (retail / home delivery)                    | Not covered                                     | Coverage is limited up to a 90-day supply (retail/home delivery).   |
|  | Non-preferred generic drugs                    | 20% co-insurance (retail / home delivery)                    | Not covered                                     | Coverage is limited up to a 90-day supply (retail/home delivery).   |
|  | Preferred brand drugs                          | 20% co-insurance (retail / home delivery)                    | Not covered                                     | Coverage is limited up to a 90-day supply (retail/home delivery).   |
|  | Non-preferred brand drugs                      | 50% co-insurance (retail / home delivery)                    | Not covered                                     | Coverage is limited to a 90-day supply (retail/home delivery).  |
|  | Specialty drugs                                | 40% co-insurance (retail) / 30% co-insurance (home delivery) | Not covered                                     | Coverage is limited up to a 30-day supply (retail/home delivery). Pre-authorization required; cost share increases if no pre-authorization. |
| <b>If you have outpatient surgery</b>  | Facility fee (e.g., ambulatory surgery center) | 20% co-insurance   | Not covered                                     | -----None-----  |
|  | Physician/surgeon fees                         | 20% co-insurance   | Not covered                                     | -----None-----  |
| <b>If you need immediate medical attention</b>   | Emergency room services                        | 20% co-insurance   | Not covered                                     | You pay the same level as in-network if it is an emergency as defined in your plan, otherwise you pay 100%.                                 |
|  | Emergency medical transportation               | 20% co-insurance   | Not covered                                     |   |
|  | Urgent care                                    | 20% co-insurance   | Not covered                                     |   |
| <b>If you have a hospital stay</b>   | Facility fee (e.g., hospital room)             | 20% co-insurance   | Not covered                                     | -----None-----  |
|  | Physician/surgeon fee                          | 20% co-insurance   | Not covered                                     | -----None-----  |

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| Common Medical Event  | Services You May Need                        | Your Cost If You Use an In-network Provider | Your Cost If You Use an Out-of-network Provider | Limitations & Exceptions  |
|---|--|---|---|---|
| <b>If you have mental health, behavioral health, or substance abuse needs</b> | Mental/Behavioral health outpatient services | 20% co-insurance                            | Not covered                                     | -----None-----  |
|   | Mental/Behavioral health inpatient services  | 20% co-insurance                            | Not covered                                     | -----None-----  |
|   | Substance use disorder outpatient services   | 20% co-insurance                            | Not covered                                     | -----None-----  |
|   | Substance use disorder inpatient services    | 20% co-insurance                            | Not covered                                     | -----None-----  |
| <b>If you are pregnant</b>  | Prenatal and postnatal care                  | 20% co-insurance                            | Not covered                                     | -----None-----  |
|   | Delivery and all inpatient services          | 20% co-insurance                            | Not covered                                     | -----None-----  |
| <b>If you need help recovering or have other special health needs</b>         | Home health care                             | 20% co-insurance                            | Not covered                                     | Coverage is limited to 60 visits annual maximum.                          |
|   | Rehabilitation services                      | 20% co-insurance                            | Not covered                                     | Coverage is limited to 20 visits annual maximum per therapy.              |
|   | Habilitation services                        | 20% co-insurance                            | Not covered                                     | Coverage is limited to 20 visits annual maximum per therapy.              |
|   | Skilled nursing care                         | 20% co-insurance                            | Not covered                                     | Coverage is limited to 60 days annual maximum.                            |
|   | Durable medical equipment                    | 20% co-insurance                            | Not covered                                     | -----None-----  |
|   | Hospice service                              | 20% co-insurance                            | Not covered                                     | -----None-----  |
| <b>If your child needs dental or eye care</b>                                 | Eye exam                                     | No charge                                   | Not covered                                     | Children up to age 19. Coverage is limited to 1 exam per year.            |
|   | Glasses                                      | No charge                                   | Not covered                                     | Children up to age 19. Coverage is limited to 1 pair of glasses per year. |
|   | Dental check-up                              | Not covered                                 | Not covered                                     | Coverage is available through a stand-alone dental policy.                |

Questions: Call 1-866-494-2111 or visit us at [www.cigna.com/individuals-families/tennessee-health-insurance-plans-2017](http://www.cigna.com/individuals-families/tennessee-health-insurance-plans-2017).

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Excluded Services & Other Covered Services:

Services Your Plan Does NOT Cover (This isn't a complete list. Check your policy or plan document for other **excluded services**.)

- Acupuncture
- Bariatric surgery
- Cosmetic surgery
- Dental care (adult/child)
- Elective abortion
- Infertility treatment
- Long-term care
- Non-emergency care when traveling outside the U.S.
- Private-duty nursing
- Routine eye care (adult)
- Routine foot care, and
- Weight loss programs

Other Covered Services (This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.)

- Chiropractic
- Hearing aids

Your Rights to Continue Coverage:

Federal and State laws may provide protections that allow you to keep this health insurance coverage as long as you pay your **premium**. There are exceptions, however, such as if:

- You commit fraud
- The insurer stops offering services in the State
- You move outside the coverage area

For more information on your rights to continue coverage, contact the insurer at 1-866-494-2111.

You may also contact your state insurance department at 1-800-342-4029.

Your Grievance and Appeals Rights:

If you have a complaint or are dissatisfied with a denial of coverage for claims under your plan, you may be able to **appeal** or file a **grievance**.

For questions about your rights, this notice, or assistance, you can contact: Tennessee Department of Commerce and Insurance at 1-800-342-4029.

Questions: Call 1-866-494-2111 or visit us at [www.cigna.com/individuals-families/tennessee-health-insurance-plans-2017](http://www.cigna.com/individuals-families/tennessee-health-insurance-plans-2017).

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### Does this Coverage Provide Minimum Essential Coverage?

The Affordable Care Act requires most people to have health care coverage that qualifies as “minimum essential coverage.” **This plan or policy does provide minimum essential coverage.**

### Does this Coverage Meet the Minimum Value Standard?

The Affordable Care Act establishes a minimum value standard of benefits of a health plan. The minimum value standard is 60% (actuarial value). **This health coverage does meet the minimum value standard for the benefits it provides.**

### Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-866-494-2111.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-866-494-2111.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码1-866-494-2111.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-866-494-2111.

—————*To see examples of how this plan might cover costs for a sample medical situation, see the next page.*—————

**Questions:** Call 1-866-494-2111 or visit us at [www.cigna.com/individuals-families/tennessee-health-insurance-plans-2017](http://www.cigna.com/individuals-families/tennessee-health-insurance-plans-2017).

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**About these Coverage Examples:**

These examples show how this plan might cover medical care in given situations. Use these examples to see, in general, how much financial protection a sample patient might get if they are covered under different plans.



**This is not a cost estimator.**

Don't use these examples to estimate your actual costs under this plan. The actual care you receive will be different from these examples, and the cost of that care will also be different.

See the next page for important information about these examples.

**Having a baby  
(normal delivery)**

- Amount owed to providers: \$7,540
- Plan pays \$5,710
- Patient pays \$1,830

**Sample care costs:**

|                            |                |
|----------------------------|----------------|
| Hospital charges (mother)  | \$2,700        |
| Routine obstetric care     | \$2,100        |
| Hospital charges (baby)    | \$900          |
| Anesthesia                 | \$900          |
| Laboratory tests           | \$500          |
| Prescriptions              | \$200          |
| Radiology                  | \$200          |
| Vaccines, other preventive | \$40           |
| <b>Total</b>               | <b>\$7,540</b> |

**Patient pays:**

|                      |                |
|----------------------|----------------|
| Deductibles          | \$500          |
| Copays               | \$0            |
| Coinsurance          | \$1,300        |
| Limits or exclusions | \$30           |
| <b>Total</b>         | <b>\$1,830</b> |

**Managing type 2 diabetes  
(routine maintenance of  
a well-controlled condition)**

- Amount owed to providers: \$5,400
- Plan pays \$3,710
- Patient pays \$1,690

**Sample care costs:**

|                                |                |
|--------------------------------|----------------|
| Prescriptions                  | \$2,900        |
| Medical Equipment and Supplies | \$1,300        |
| Office Visits and Procedures   | \$700          |
| Education                      | \$300          |
| Laboratory tests               | \$100          |
| Vaccines, other preventive     | \$100          |
| <b>Total</b>                   | <b>\$5,400</b> |

**Patient pays:**

|                      |                |
|----------------------|----------------|
| Deductibles          | \$500          |
| Copays               | \$0            |
| Coinsurance          | \$910          |
| Limits or exclusions | \$280          |
| <b>Total</b>         | <b>\$1,690</b> |

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## Questions and answers about the Coverage Examples:

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### What are some of the assumptions behind the Coverage Examples?

- Costs don't include **premiums**.
- Sample care costs are based on national averages supplied by the U.S. Department of Health and Human Services, and aren't specific to a particular geographic area or health plan.
- The patient's condition was not an excluded or preexisting condition.
- All services and treatments started and ended in the same coverage period.
- There are no other medical expenses for any member covered under this plan.
- Out-of-pocket expenses are based only on treating the condition in the example.
- The patient received all care from in-network **providers**. If the patient had received care from out-of-network **providers**, costs would have been higher.

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### What does a Coverage Example show?

For each treatment situation, the Coverage Example helps you see how **deductibles**, **co-payments**, and **co-insurance** can add up. It also helps you see what expenses might be left up to you to pay because the service or treatment isn't covered or payment is limited.

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### Does the Coverage Example predict my own care needs?

- ✗ **No**. Treatments shown are just examples. The care you would receive for this condition could be different based on your doctor's advice, your age, how serious your condition is, and many other factors.

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### Does the Coverage Example predict my future expenses?

- ✗ **No**. Coverage Examples are **not** cost estimators. You can't use the examples to estimate costs for an actual condition. They are for comparative purposes only. Your own costs will be different depending on the care you receive, the prices your **providers** charge, and the reimbursement your health plan allows.

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### Can I use Coverage Examples to compare plans?

- ✓ **Yes**. When you look at the Summary of Benefits and Coverage for other plans, you'll find the same Coverage Examples. When you compare plans, check the "Patient Pays" box in each example. The smaller that number, the more coverage the plan provides.

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### Are there other costs I should consider when comparing plans?

- ✓ **Yes**. An important cost is the **premium** you pay. Generally, the lower your **premium**, the more you'll pay in out-of-pocket costs, such as **co-payments**, **deductibles**, and **co-insurance**. You should also consider contributions to accounts such as health savings accounts (HSAs), flexible spending arrangements (FSAs) or health reimbursement accounts (HRAs) that help you pay out-of-pocket expenses.
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Questions: Call 1-866-494-2111 or visit us at [www.cigna.com/individuals-families/tennessee-health-insurance-plans-2017](http://www.cigna.com/individuals-families/tennessee-health-insurance-plans-2017).

If you aren't clear about any of the bolded terms used in this form, see the Glossary.

You can view the Glossary at [www.cciio.cms.gov](http://www.cciio.cms.gov) or call 1-866-494-2111 to request a copy.