2020-2021 Student Injury and Sickness Insurance Plan for Calvin University

Who is eligible to enroll?

All international students are required to enroll in the plan on a hard waiver basis.

Eligible students who do enroll may also insure their Dependents. Eligible Dependents are the student’s legal spouse and dependent children under 26 years of age.

The student (Named Insured, as defined in this Certificate) must actively attend classes for at least the first 31 days after the date for which coverage is purchased. Home study, correspondence, and online courses do not fulfill the eligibility requirements that the student actively attend classes. The Company maintains its right to investigate eligibility or student status and attendance records to verify that the Policy eligibility requirements have been met. If and whenever the Company discovers that the Policy eligibility requirements have not been met, its only obligation is refund of premium.

The eligibility date for Dependents of the Named Insured shall be determined in accordance with the following:

1. If a Named Insured has Dependents on the date he or she is eligible for insurance.
2. If a Named Insured acquires a Dependent after the Effective Date, such Dependent becomes eligible:
   a. On the date the Named Insured acquires a legal spouse.
   b. On the date the Named Insured acquires a dependent child who is within the limits of a dependent child set forth in the Definitions section of this Certificate.

Dependent eligibility expires concurrently with that of the Named Insured.

Where can I get more information about the benefits available?

Please read the certificate of coverage to determine whether this plan is right before you enroll. The certificate of coverage provides details of the coverage including costs, benefits, exclusions, and reductions or limitations and the terms under which the coverage may be continued in force. Copies of the certificate of coverage are available from the University and may be viewed at www.uhcsr.com/calvin. This plan is underwritten by UnitedHealthcare Insurance Company and is based on policy number 2020-647-4. The Policy is a Non-Renewable One-Year Term Policy.

Who can answer questions I have about the plan?

If you have questions please contact Customer Service at 1-888-643-6774 or customerservice@uhcsr.com.
### Coverage Dates and Plan Cost

<table>
<thead>
<tr>
<th>Rates</th>
<th>Annual 8-15-20 to 8-14-21</th>
<th>Fall 8-15-20 to 12-31-20</th>
<th>Spring/Spring 1-1-21 to 8-14-21</th>
<th>Summer 5-5-21 to 8-14-21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student</td>
<td>$1,758.00</td>
<td>$704.00</td>
<td>$1,109.00</td>
<td>$476.00</td>
</tr>
<tr>
<td>Spouse</td>
<td>$1,703.00</td>
<td>$649.00</td>
<td>$1,054.00</td>
<td>$476.00</td>
</tr>
<tr>
<td>One Child</td>
<td>$1,703.00</td>
<td>$649.00</td>
<td>$1,054.00</td>
<td>$476.00</td>
</tr>
<tr>
<td>Two or More Children</td>
<td>$3,406.00</td>
<td>$1,298.00</td>
<td>$2,108.00</td>
<td>$952.00</td>
</tr>
<tr>
<td>Spouse and 2 or More Children</td>
<td>$5,109.00</td>
<td>$1,947.00</td>
<td>$3,162.00</td>
<td>$1,428.00</td>
</tr>
</tbody>
</table>

**NOTE:** The amounts stated above include certain fees charged by the school you are receiving coverage through. Such fees may, for example, cover your school’s administrative costs associated with offering this health plan.

The Insured Person must meet the eligibility requirements each time a premium payment is made. To avoid a lapse in coverage, the Insured Person’s premium must be received within 31 days after the coverage expiration date. It is the Insured Person’s responsibility to make timely premium payments to avoid a lapse in coverage.

### Highlights of the Student Injury and Sickness Insurance Plan Benefits

**METALLIC LEVEL – GOLD WITH ACTUARIAL VALUE OF 81.380%**

<table>
<thead>
<tr>
<th>Preferred Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall Plan Maximum</strong></td>
<td>There is no overall maximum dollar limit on the policy</td>
</tr>
<tr>
<td><strong>Plan Deductible</strong></td>
<td>$250 Per Insured Person, Per Policy Year</td>
</tr>
<tr>
<td><strong>Out-of-Pocket Maximum</strong></td>
<td>After the Out-of-Pocket Maximum has been satisfied, Covered Medical Expenses will be paid at 100% for the remainder of the Policy Year subject to any applicable benefit maximums. Refer to the plan certificate for details about how the Out-of-Pocket Maximum applies.</td>
</tr>
<tr>
<td><strong>Coinsurance</strong></td>
<td>80% of Preferred Allowance for Covered Medical Expenses</td>
</tr>
<tr>
<td><strong>Prescription Drugs</strong></td>
<td>Prescriptions must be filled at a UHCP network pharmacy. Mail order through UHCP at 2.5 times the retail Copay up to a 90 day supply.</td>
</tr>
<tr>
<td><strong>Preventive Care Services</strong></td>
<td>Including but not limited to: annual physicals, GYN exams, routine screenings and immunizations. No Deductible, Copays, or Coinsurance will be applied when the services are received from a Preferred Provider. Please visit</td>
</tr>
</tbody>
</table>
The following services have per service
Copays
This list is not all inclusive. Please read the plan certificate for complete listing of Copays.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Physician’s Visits: $50</th>
<th>Physician’s Visits: $50</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>not subject to Deductible</td>
<td>not subject to Deductible</td>
</tr>
<tr>
<td></td>
<td>Lab: $50</td>
<td>Lab: $50</td>
</tr>
<tr>
<td></td>
<td>not subject to Deductible</td>
<td>not subject to Deductible</td>
</tr>
<tr>
<td></td>
<td>Medical Emergency: $100</td>
<td>Medical Emergency: $100</td>
</tr>
<tr>
<td></td>
<td>not subject to Deductible</td>
<td>not subject to Deductible</td>
</tr>
<tr>
<td></td>
<td>(The Copay will be waived if</td>
<td>(The Copay will be waived if</td>
</tr>
<tr>
<td></td>
<td>admitted to the Hospital.)</td>
<td>admitted to the Hospital.)</td>
</tr>
</tbody>
</table>

Outpatient Mental Illness/Substance Use Disorder Treatment, except Medical Emergency and Prescription Drugs

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Office Visits: $50</th>
<th>Office Visits: $50</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Copay per visit</td>
<td>Copay per visit</td>
</tr>
<tr>
<td></td>
<td>Preferred Allowance</td>
<td>Preferred Allowance</td>
</tr>
<tr>
<td></td>
<td>not subject to Deductible</td>
<td>not subject to Deductible</td>
</tr>
<tr>
<td></td>
<td>Other Outpatient Services:</td>
<td>Other Outpatient Services:</td>
</tr>
<tr>
<td></td>
<td>Preferred Allowance</td>
<td>Preferred Allowance</td>
</tr>
<tr>
<td></td>
<td>after Deductible</td>
<td>after Deductible</td>
</tr>
<tr>
<td></td>
<td>Usual and Customary Charges</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td></td>
<td>not subject to Deductible</td>
<td>not subject to Deductible</td>
</tr>
<tr>
<td></td>
<td>Other Outpatient Services:</td>
<td>Other Outpatient Services:</td>
</tr>
<tr>
<td></td>
<td>Usual and Customary Charges</td>
<td>Usual and Customary Charges</td>
</tr>
<tr>
<td></td>
<td>after Deductible</td>
<td>after Deductible</td>
</tr>
</tbody>
</table>

Pediatric Dental and Vision Benefits

Refer to the plan certificate for details (age limits apply).

Exclusions and Limitations

No benefits will be paid for: a) loss or expense caused by, contributed to, or resulting from; or b) treatment, services or supplies for, at, or related to any of the following:

1. Acne.
2. Acupuncture.
3. Addiction, such as:
   - Caffeine addiction.
   - Non-chemical addiction, such as: gambling, sexual, spending, shopping, working and religious.
   - Codependency.
5. Cosmetic procedures, except:
   - Reconstructive procedures to correct an Injury or treat a Sickness for which benefits are otherwise payable under the Policy. The primary result of the procedure is not a changed or improved physical appearance.
   - Reconstructive procedures to treat or correct Congenital Conditions which cause functional impairment.
   - Medically Necessary reconstructive surgery for blepharoplasty of upper lids, breast reduction, panniculectomy, rhinoplasty, septrhinoplasty or male gynecomastia.
6. Custodial Care.
   - Care provided in: rest homes, health resorts, homes for the aged, halfway houses, college infirmaries or places mainly for domiciliary or Custodial Care.
   - Extended care in treatment or substance abuse facilities for domiciliary or Custodial Care.
7. Dental treatment, except:
   - For accidental Injury to Sound, Natural Teeth.
   - As described under Dental Treatment in the Policy.
   This exclusion does not apply to benefits specifically provided in Pediatric Dental Services.
8. Elective Surgery or Elective Treatment.
10. Flight in any kind of aircraft, except while riding as a passenger on a regularly scheduled flight of a commercial airline.
11. Foot care for the following:
    - Flat foot conditions.
    - Supportive devices for the foot.
    - Subluxations of the foot.
    - Fallen arches.
    - Weak feet.
    - Chronic foot strain.
    - Routine foot care including the care, cutting and removal of corns, calluses, toenails, and bunions (except capsular or bone surgery).
    This exclusion does not apply to preventive foot care for Insured Persons with diabetes.
12. Hearing examinations. Other treatment for hearing defects and hearing loss. "Hearing defects" means any physical defect of the ear which does or can impair normal hearing, apart from the disease process.
    This exclusion does not apply to:
    - Hearing defects or hearing loss as a result of an infection or Injury.
13. Immunizations, except as specifically provided in the Policy. Preventive medicines or vaccines, except where required for treatment of a covered Injury or as specifically provided in the Policy.
14. Injury or Sickness for which benefits are paid or payable under any Workers’ Compensation or Occupational Disease Law or Act, or similar legislation.
15. Injury sustained while:
   • Participating in any intercollegiate or professional sport, contest or competition.
   • Traveling to or from such sport, contest or competition as a participant.
   • Participating in any practice or conditioning program for such sport, contest or competition.
16. Investigational services.
17. Commission of or attempt to commit a felony or to which a contributing cause was the Insured’s being engaged in an illegal occupation or other willful criminal activity.
18. Prescription Drugs, services or supplies as follows:
   • Therapeutic devices or appliances, including: hypodermic needles, syringes, support garments and other non-medical substances, regardless of intended use, except as specifically provided in the Policy.
   • Immunization agents, except as specifically provided in the Policy.
   • Drugs labeled, “Caution - limited by federal law to investigational use” or experimental drugs.
   • Products used for cosmetic purposes.
   • Drugs used to treat or cure baldness. Anabolic steroids used for body building.
   • Anorectics - drugs used for the purpose of weight control.
   • Fertility agents or sexual enhancement drugs, such as Parlodel, Pergonal, Clomid, Profasi, Metrodin, Serophene, or Viagra.
   • Growth hormones.
   • Refills in excess of the number specified or dispensed after one (1) year of date of the prescription.
19. Reproductive services for the following:
   • Procreative counseling.
   • Cryopreservation of reproductive materials. Storage of reproductive materials.
   • Infertility treatment (male or female), including any services or supplies rendered for the purpose or with the intent of inducing conception, except to diagnose or treat the underlying cause of the infertility.
   • Premarital examinations.
   • Impotence, organic or otherwise.
   • Reversal of sterilization procedures.
20. Research or examinations relating to research studies, or any treatment for which the patient or the patient’s representative must sign an informed consent document identifying the treatment in which the patient is to participate as a research study or clinical research study, except as specifically provided in the Policy.
21. Routine eye examinations. Eye refractions. Eyeglasses. Contact lenses. Prescriptions or fitting of eyeglasses or contact lenses. Vision correction surgery. Treatment for visual defects and problems. This exclusion does not apply as follows:
   • When due to a covered Injury or disease process.
   • To benefits specifically provided in Pediatric Vision Services.
22. Routine Newborn Infant Care and well-baby nursery and related Physician charge, except as specifically provided in the Policy.
23. Preventive care services which are not specifically provided in the Policy, including:
   • Routine physical examinations and routine testing.
   • Preventive testing or treatment.
   • Screening exams or testing in the absence of Injury or Sickness.
24. Services provided normally without charge by the Health Service of the Policyholder. Services covered or provided by the student health fee.
25. Skeletal irregularities of one or both jaws, including orthognathia and mandibular retrognathia, except orthognathia surgery to correct a Congenital Condition or correct other functional impairments. Deviated nasal septum, including submucous resection and/or other surgical correction thereof. Nasal and sinus surgery, except for treatment of a covered Injury or treatment of chronic sinusitis.
27. Speech therapy, except as specifically provided in the Policy.
28. Supplies, except as specifically provided in the Policy.
29. Surgical breast reduction, breast augmentation, breast implants or breast prosthetic devices, or gynecomastia, except as specifically provided in the Policy.
30. Treatment in a Government hospital, unless there is a legal obligation for the Insured Person to pay for such treatment.
31. War or any act of war, declared or undeclared; or while in the armed forces of any country (a pro-rata premium will be refunded upon request for such period not covered).
32. Weight management. Weight reduction. Nutrition programs. Treatment for obesity (except surgery for morbid obesity). Surgery for removal of excess skin or fat. This exclusion does not apply to Physician-supervised weight loss programs or benefits specifically provided in the Policy.
UnitedHealthcare Global: Global Emergency Services

If you are a student insured with this insurance plan, you and your insured spouse, and insured minor child(ren) are eligible for UnitedHealthcare Global Emergency Services. The requirements to receive these services are as follows:

International Students, insured spouse and insured minor child(ren): you are eligible to receive UnitedHealthcare Global services worldwide, except in your home country.

The Assistance and Evacuation Benefits and related services are not meant to be used in lieu of or replace local emergency services such as an ambulance requested through emergency 911 telephone assistance. **All services must be arranged and provided by UnitedHealthcare Global; any services not arranged by UnitedHealthcare Global will not be considered for payment.** If the condition is an emergency, you should go immediately to the nearest physician or hospital without delay and then contact the 24-hour Emergency Response Center. UnitedHealthcare Global will then take the appropriate action to assist you and monitor your care until the situation is resolved.

**Key Assistance Benefits include:**
- Emergency Evacuation
- Dispatch of Doctors/Specialists
- Medical Repatriation
- Transportation After Stabilization
- Transportation to Join a Hospitalized Insured Person
- Return of Minor Children
- Repatriation of Remains

Also includes additional assistance services to support your medical needs while away from home or campus. Check your certificate of coverage for details, descriptions and program exclusions and limitations.

To access services please refer to the phone number on the back of your ID Card or access My Account and select My Benefits/Additional Benefits/UHC Global Emergency Services.

When calling the UnitedHealthcare Global Operations Center, please be prepared to provide:
- Caller’s name, telephone and (if possible) fax number, and relationship to the patient;
- Patient’s name, age, sex, and UnitedHealthcare Global ID Number as listed on the back of your Medical ID Card
- Description of the patient’s condition;
- Name, location, and telephone number of hospital, if applicable;
- Name and telephone number of the attending physician; and
- Information of where the physician can be immediately reached.

All medical expenses related to hospitalization and treatment costs incurred should be submitted to UnitedHealthcare Insurance Company for consideration and are subject to all Policy benefits, provisions, limitations, and exclusions. All assistance and evacuation benefits and related services must be arranged and provided by UnitedHealthcare Global. **Claims for reimbursement of services not provided by UnitedHealthcare Global will not be accepted.** A full description of the benefits, services, exclusions and limitations may be found in your certificate of coverage.
**Healthiest You: 24/7 Doctor Access**

Starting on the effective date of your coverage under the student insurance plan, you have 24/7 access to medical advice through HealthiestYou, a national telehealth service.* By calling the toll-free number listed on the front of your medical ID card or visiting [www.telehealth4students.com](http://www.telehealth4students.com), you have access to board-certified physicians via phone and/or video, where permitted. This service is especially helpful for minor illnesses, such as allergies, sore throat, earache, pink eye, etc. Based on the condition being treated, the doctor can also prescribe certain medications, saving you a trip to the doctor’s office. Using HealthiestYou can save you money and time, while avoiding costly trips to a doctor’s office, urgent care facility, or emergency room. As an insured with StudentResources, there is no consultation fee for this service.* Every call with a HealthiestYou doctor is covered 100% during your policy period.

This service is meant to complement your Student Health Center. If possible, we encourage you to visit your SHC first before using this service.

HealthiestYou is not health insurance. HealthiestYou is designed to complement, and not replace, the care you receive from your primary care physician. HealthiestYou physicians are an independent network of doctors who advise, diagnose, and prescribe at their own discretion. HealthiestYou physicians provide cross coverage and operate subject to state regulations. Physicians in the independent network do not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. HealthiestYou does not guarantee that a prescription will be written. Services may vary by state.

*Available to Insured students and their covered Dependents ages 18 and over. If you call prior to the effective date of your coverage under the insurance plan, you will be charged a $40 service fee before being connected to a board-certified physician.

**24/7 Student Support**

Insureds have immediate access to the Student Assistance Program, a service that coordinates care using a network of resources. Services available include counseling, financial and legal advice, as well as mediation. Counseling services are offered by Licensed Clinicians who can provide insureds with someone to talk to when everyday issues become overwhelming. Financial services, provided by licensed CPA's and Certified Financial Planners offer consultations on issues such as financial planning, credit and collection issues, home buying and renting and more. Legal Services are provided by fully credentialed attorneys with at least 5 years of experience practicing law. Mediation services are available to help resolve family-related disputes. Translation services are available in over 170 languages for most services. Insureds also have access to LiveAndWorkWell.com where they can take health risk assessments and participate in personalized self-help programs. More information about these services is available by logging into My Account at [www.uhcsr.com/MyAccount](http://www.uhcsr.com/MyAccount).

This Summary Brochure is based on Policy #2020-647-4.

**NOTE:** The information contained herein is a summary of certain benefits which are offered under a student health insurance policy issued by UnitedHealthcare. This document is a summary only and may not contain a full or complete recitation of the benefits and restrictions/exclusions associated with the relevant policy of insurance. This document is not an insurance policy document and your receipt of this document does not constitute the issuance or delivery of a policy of insurance. Neither you nor UnitedHealthcare has any rights or responsibilities associated with your receipt of this document. Changes in federal, state or other applicable legislation or regulation or changes in Plan design required by the applicable state regulatory authority may result in differences between this summary and the actual policy of insurance.
NON-DISCRIMINATION NOTICE

UnitedHealthcare StudentResources does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
United HealthCare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

You must send the written complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan ID card, Monday through Friday, 8 a.m. to 8 p.m. ET.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online [https://ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)


Phone: Toll-free 1-800-368-1019, 800-537-7697 (TDD)


We also provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for free language services such as speaking with an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan ID card, Monday through Friday, 8 a.m. to 8 p.m. ET.
LANGUAGE ASSISTANCE PROGRAM

We provide free services to help you communicate with us, such as, letters in other languages or large print. Or, you can ask for free language services such as speaking with an interpreter. To ask for help, please call toll-free 1-866-260-2723, Monday through Friday, 8 a.m. to 8 p.m. ET.

English
Language assistance services are available to you free of charge. Please call 1-866-260-2723.

Albanian

Amharic
አማርኛ ለተጠበቀ ይታይ የሚታይ መሆን መሆን 1-866-260-2723

Arabic
توفر لك خدمات المساعدة اللغوية مجانًا أقصى على الرقم 1-866-260-2723.

Armenian
2կոկ նախագծի եւ սեփական լուծումների օգնությամբ
հաղորդագրություն: Իսկական կոմիտե զանգակատունի
1-866-260-2723 հառանություն;

Bantu- Kirundi

Bisayan- Visayan (Cebuano)

Bengali- Bangla
কেন্দ্রীয় : ভাষা সহায়তা পরিষেবা জাপানি বিনামূল্যে পেঁড়ে পড়ে।
ডাক করে 1-866-260-2723-জে কল করুন।

Burmese
အသင်းစားတပ်မှ ဝေးနိုင်သည်။ အနေဖြင့် အကြောင်းဖော်ရင်း 1-866-260-2723 အဖြစ်

Cambodian- Mon-Khmer
ប្រមាញ់មនុស្សៗ ក្នុងក្រុមប្រមាញ់មនុស្សៗ និងការសេវាកម្មរបស់ 1-866-260-2723 អំពូល

Cherokee
SOWDO, OGOHLE, OOHETW, HOG, TALOYAHT
HLEGGSO, D4GOT, IGGO DREBOWY, 1-866-260-2723.

Chinese
您可以免费获得语言援助服务。请致电 1-866-260-2723。

Chocotaw

Cushite- Oromo
Tajaliligiiwvan gargaarsa afanii kanfaltii malee siif jira. Maalo o okaa lakkoope bhilibah 1-866-260-2723 bibuli.

Dutch
Taalkaartdiensten zijn gratis voor u beschikbaar. Gelieve 1-866-260-2723 op te bellen.

French
Des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-260-2723.

French Creole- Haitian Creole

German

Greek
Οι υπηρεσίες γλωσσικής βοήθειας σας διατίθενται δωρεάν. Κάλεστε το 1-866-260-2723.

Gujarati
સાધારણ સહાય સેવાઓ તમારા માટે લિસ્ટટીખ્યાત છે. કોઈ કરી રહે?
1-866-260-2723 પર કોલ કરો.

Hawaiian
Kūkua manoahi ma ka ʻōlelo i ka'a 'ia. Elele pono i ka helu 1-866-260-2723.

Hindi
भाषा के लिए भाषा सहायता सेवाओं का निश्चित उपलब्ध हैं। कृपया 1-866-260-2723 पर कॉल करें।

Hmong
Muaj cew kev pab tchais lus pub dawb rau koj. Thov haw rau 1-866-260-2723.

Ibo

Ilocano
Adda awan bayadna a serbisyo para ini language assistance. Pangangasasim ta tawagam 1-866-260-2723.

Indonesian

Italian
Sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-260-2723.

Japanese
無料の言語支援サービスをご利用いただけます。1-866-260-2723 までお電話ください。

Karen
စိုးစံနေသောကြည့်စွာနေရာများပေးရန်အတွက် သိရာဇူလိမ်ညွှန်း 1-866-260-2723တွင် သိရာဇ်။

Korean
언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-260-2723 번으로 전화하십시오.

Kru-Bassa
Bot ba hola ni kobol mahop ngu nsa wogwi bo wa yé hi ni nyu yon. Sebel i nsinga imi 1-866-260-2723.

Kurdish
ئەگەر ئەگەرەوە بۆ ئەگەرەوە بۆ ئەگەرەوە بۆ بۆ بەرزە 1-866-260-2723.

Laotian
ເພ.setAttribute(‘Disallow’,’none’); រ៉ូមីប៉ូរ៉ូទែស (ប៉ូរ៉ូ) 1-866-260-2723.