

# Medical Benefits

Stryker’s medical benefits are designed to provide comprehensive coverage and freedom of choice while also controlling costs for you and for Stryker. You may use any licensed healthcare provider and receive benefits for medical services that are required for the care of a sickness or an accidental injury.

This section of the Stryker Benefits Summary describes the UnitedHealthcare plans available to most Stryker employees. In specific locations, HMO and other fully insured medical plans are offered as alternatives to the UHC plans. If you are enrolled in one of those medical plans, refer to the *Location-Based Provisions* section and the benefit summary or certificate of coverage provided by the insurance company or HMO for detailed information regarding your covered services and supplies. Additional information about your medical options is also available at <http://www.totalrewards.stryker.com>.

## Stryker’s Medical Options

Stryker offers most employees two UnitedHealthcare PPO plans—the Choice PPO and the Value PPO. However, depending on where you live, you may have alternative options. Your options are described below.

### The UnitedHealthcare Choice and Value PPO Plans

A PPO (Preferred Provider Organization) is a managed care arrangement that allows you to choose in- or out-of-network care each time you need a medical service or supply. When you use in-network providers, PPO plans pay a higher percentage of covered charges.

UnitedHealthcare manages Stryker’s PPO network. UnitedHealthcare is also the claims administrator for the PPOs and the Out-of-Area plan.

### Other Medical Plan Options

While both UnitedHealthcare PPO options are available to employees in most Stryker locations, in the following states, alternative medical plans are offered:

- **Alabama**—The BCBS of Alabama PPO plan is the only medical and prescription plan offered in Alabama. The UnitedHealthcare PPO options are not available in Alabama. If you enroll in the BCBS of Alabama PPO plan, your prescription drug benefits will be provided through BCBS of Alabama.

#### Other Medical Options

If you enroll in an area offering an alternative medical option, see the *Location-Based Provisions* section for more information.

- **California**—The Kaiser Permanente HMO is offered as an alternative to the UnitedHealthcare PPO options. If you select the HMO, your prescription drug benefits are provided through Kaiser Permanente.
- **Hawaii**—The Kaiser Permanente plan is the only medical plan offered in Hawaii. The UnitedHealthcare PPO options are not available in Hawaii. If you enroll in the Kaiser Permanente plan, your prescription drug benefits will be provided through Kaiser Permanente.

### The Out-Of-Area Plan

You are eligible for the Out-of-Area plan if there are no satisfactory PPO or HMO networks available in your area. The Out-of-Area plan is an “indemnity” plan, which means that claims are paid at the same benefit level no matter which doctor or hospital you use.

## How the UnitedHealthcare PPOs Work

The following explains information you need to know about how the Choice and Value PPOs work, and how using participating or non-participating providers impacts your benefits.

Both plans work the same way, use the same network of providers and offer the same benefits. The only differences are the employee contributions for coverage, the deductibles and the out-of-pocket maximums.

### *Your Choices for Receiving Care*

Each time you need care, you choose between:

- In-network services received from participating providers
- Out-of-network services received from non-participating providers

The plans pay benefits either way, but at a higher level for in-network care. In addition, participating providers file claims and generally handle notification requirements for you.

In-network benefits are based on negotiated fees paid to participating providers. When covered health services are received from out-of-network providers, eligible expenses are based on fees that are negotiated with the provider, a percentage of the published rates allowed by Medicare for the same or similar service, or in rare circumstances, 50% of the billed charge or a fee schedule that is determined at the time of service. When reasonable and customary fee guidelines apply, you are responsible for paying the provider for any difference between the reasonable and customary fee and the provider's actual charge.

### **Out-of-Network Benefit Exception**

Most of the healthcare services you need are available within the network. However, if there is no in-network provider within a 20-mile radius of your home ZIP code, you may be eligible for in-network benefits in connection with specific covered health services. UnitedHealthcare must approve any benefits that fall under this exception **prior to receipt of care**. These benefits are subject to any plan limitations or exclusions outlined in this Benefits Summary.

If a covered service or supply qualifies for the out-of-network benefit exception, benefits are subject to the in-network deductible and are paid at 80% of the in-network benefit level. However, eligible expenses are based on fees that are negotiated with the provider, a percentage of the published rates allowed by Medicare for the same or similar service, or in rare circumstances, 50% of the billed charge or a fee schedule that is determined at the time of service. When reasonable and customary fee guidelines apply, you are responsible for paying the provider for any difference between the reasonable and customary fee and the provider's actual charge.

### *Participating Providers*

All participating providers are carefully selected according to objective requirements and standards. The criteria for doctors include professional credentials, education, medical training and experience and hospital admitting privileges. Whenever possible, doctors are either board certified or board-eligible in their areas. For hospitals, the criteria include accessibility, quality of care, community reputation, available services and cost efficiency. Network managers regularly re-evaluate participating providers to make sure they continue to meet requirements.

Network participation status changes from time to time, so it is important to verify that your doctor or hospital participates with the UnitedHealthcare PPO network before scheduling an appointment or procedure. Participating provider information is available via the UnitedHealthcare web site ([www.myuhc.com](http://www.myuhc.com)) and/or by calling **800 387 7508** toll free.

UnitedHealthcare's credentialing process confirms public information about the provider's licenses and other credentials, but does not assure the quality of the services provided.

### *UnitedHealth Premium<sup>SM</sup> Program*

UnitedHealthcare designates network physicians and facilities as UnitedHealth Premium Program physicians or facilities for certain medical conditions. Physicians and facilities are evaluated on two levels—quality and efficiency of care. The UnitedHealth Premium Program was designed to:

- Help you make informed decisions on where to receive care
- Provide you with decision support resources
- Give you access to physicians and facilities across areas of medicine that have met UnitedHealthcare's quality and efficiency criteria

For details on the UnitedHealth Premium Program, including how to locate a UnitedHealth Premium physician or facility, log onto [www.myuhc.com](http://www.myuhc.com) or call the toll-free number on your ID card.

## Eligible Expenses

Eligible expenses are charges for Covered Health Services that are provided while the plan is in effect, determined according to the definition in “Medical Plan Definitions” on page 52. For certain covered health services, the plan will not pay these expenses until you have met your annual deductible. Stryker has delegated to UnitedHealthcare the discretion and authority to decide whether a treatment or supply is a covered health service and how the eligible expense will be determined and otherwise covered under the plan.

### With the UnitedHealthcare Choice and Value PPO Plans

Eligible expenses are the amount UnitedHealthcare determines that they will pay for benefits. For in-network benefits, you are not responsible for any difference between eligible expenses and the amount the provider bills. For out-of-network benefits, you are responsible for paying, directly to the out-of-network provider, any difference between the amount the provider bills you and the amount UnitedHealthcare will pay. Eligible expenses are determined solely in accordance with UnitedHealthcare’s reimbursement policy guidelines.

For **in-network benefits**, eligible expenses are based on the following:

- When covered health services are received from an in-network provider, eligible expenses are UnitedHealthcare’s contracted fee(s) with that provider.
- When covered health services are received from an out-of-network provider as a result of an emergency or as arranged by UnitedHealthcare, eligible expenses are billed charges unless a lower amount is negotiated or authorized by law.

For **out-of-network benefits**, eligible expenses are based on the following:

- Negotiated rates agreed to by the out-of-network provider and either UnitedHealthcare or one of their vendors, affiliates or subcontractors, at UnitedHealthcare’s discretion.
- If rates have not been negotiated, then one of the following amounts:
  - Eligible expenses are determined based on 140% of the published rates allowed by the Centers for Medicare and Medicaid Services (CMS) for Medicare for the same or similar service within the geographic market.

- When a rate is not published by CMS for the service, UnitedHealthcare uses an available gap methodology to determine a rate for the service as follows:
  - For services other than pharmaceutical products, UnitedHealthcare uses a gap methodology established by *OptumInsight* and/or a third party vendor that uses a relative value scale. The relative value scale is usually based on the difficulty, time, work, risk and resources of the service. If the relative value scale(s) currently in use become no longer available, UnitedHealthcare will use a comparable scale(s). UnitedHealthcare and *OptumInsight* are related companies through common ownership by UnitedHealth Group. Refer to UnitedHealthcare’s website at [www.myuhc.com](http://www.myuhc.com) for information regarding the vendor that provides the applicable gap fill relative value scale information.
  - For pharmaceutical products, UnitedHealthcare uses gap methodologies that are similar to the pricing methodology used by CMS, and produce fees based on published acquisition costs or average wholesale price for the pharmaceuticals. These methodologies are currently created by RJ Health Systems, Thomson Reuters (published in its Red Book), or UnitedHealthcare based on an internally developed pharmaceutical pricing resource.
  - When a rate is not published by CMS for the service and a gap methodology does not apply to the service, the eligible expense is based on 50% of the provider’s billed charge.
- For mental health and substance use disorder services the eligible expense will be reduced by 25% for covered health services provided by a psychologist and by 35% for covered health services provided by a master’s level counselor.

UnitedHealthcare updates the CMS published rate data on a regular basis when updated data from CMS becomes available. These updates are typically implemented within 30 to 90 days after CMS updates its data.

**Important Note:** Out-of-network providers may bill you for any difference between the provider’s billed charges and UnitedHealthcare’s contracted fee(s) with an in-network provider.

## With the Out-of-Area Plan

Eligible Expenses are the amount UnitedHealthcare determines that they will pay for benefits. For **in-network benefits**, you are not responsible for any difference between eligible expenses and the amount the provider bills. Eligible expenses are determined solely in accordance with UnitedHealthcare’s reimbursement policy guidelines.

For out-of-network benefits, eligible expenses are based on the following:

- When covered health services are received from an in-network provider, eligible expenses are UnitedHealthcare’s contracted fee(s) with that provider.
- When covered health services are received from an out-of-network provider as a result of an emergency or as arranged by UnitedHealthcare, eligible expenses are billed charges unless a lower amount is negotiated or authorized by law.

## Your Deductible

A deductible is money you must spend out-of-pocket for covered medical expenses before the plan pays benefits. Your deductible is determined by the plan you choose, the number of people you cover and whether you use in-network or out-of-network providers. See the chart in “Your Medical Benefits” on page 28 for specific deductible amounts. The family deductible may be satisfied by any combination of covered expenses incurred by any covered family member. However, no one family member may contribute more than the individual deductible amount. The deductible applies to all expenses except:

- Expenses that are subject to a flat dollar copayment, including office visits and emergency room services (See “Your Share in the Cost of Covered Services” on page 26 for more information about copayments.)
- Covered preventive healthcare expenses
- Approved travel and lodging expenses related to organ transplants
- Expenses that exceed the R&C or MNRP guidelines, where applicable

- Only expenses incurred for in-network services apply toward the in-network deductible. Likewise, only expenses incurred for out-of-network services apply toward the out-of-network deductible.

## Family Deductible Example

When you use in-network doctors and facilities, the annual family deductible is \$1,050 under the Choice PPO and \$2,250 under the Value PPO. Assume that you enroll in the Choice PPO and have a family of four. Here is an example of how the family deductible might be satisfied:

| Participant      | Covered Expenses |
|------------------|------------------|
| <b>Employee:</b> | \$250            |
| <b>Spouse:</b>   | \$350            |
| <b>Child #1:</b> | \$250            |
| <b>Child #2:</b> | \$200            |
| <b>Total:</b>    | \$1,050          |

## Your Share in the Cost of Covered Services

The plan pays a certain portion of covered medical expenses. The portion you must pay is your coinsurance percentage or a copayment, depending on the type of service provided:

- Coinsurance is a percentage of a covered expense (for example, you pay 20% and the plan pays 80%). You pay your coinsurance share in addition to the deductible.
- A copayment is a fixed charge like \$25 or \$40 for an office visit. When a flat dollar copayment is required, the covered expense is not subject to the annual deductible. For example, you pay \$25 for an office visit with a primary care physician—the plan pays the balance and the annual deductible does not apply.

Your coinsurance share or copayment requirement differs depending on whether you are enrolled in the UnitedHealthcare Choice PPO plan, the UnitedHealthcare Value PPO plan or the Out-of-Area plan. If you are enrolled in a PPO plan, your coinsurance share and copayment requirements differ when you use in-network versus out-of-network providers. See the chart in “Your Medical Benefits” on page 28 for specific coinsurance and copayment amounts.

## Your Out-of-Pocket Maximum

The out-of-pocket maximum limits the amount you pay towards the cost of covered medical expenses (including your medical copays, prescription drug copays, coinsurance and payments toward satisfying the annual deductible) in a calendar year. Your prescription drug copays will only count toward your in-network out-of-pocket maximum. Your out-of-pocket maximum is based on the plan you are enrolled in and the number of people you cover. If you are enrolled in either PPO plan, the out-of-pocket maximum is also determined by whether you use in-network or out-of-network providers. See the chart in “Your Medical Benefits” on page 28 for specific out-of-pocket maximums.

The individual out-of-pocket maximum is the most that will apply to any one family member. Once you or a covered dependent reaches the individual out-of-pocket maximum, the plan pays 100% of that person’s eligible expenses for the rest of the calendar year. Once your family out-of-pocket maximum is reached, the plan pays 100% of eligible expenses for the rest of the calendar year for you and all your covered dependents.

The family out-of-pocket limit may be satisfied by any combination of covered expenses incurred by any covered family member. **However, no one family member may contribute more than the individual out-of-pocket maximum.**

## Family Out-of-Pocket Maximum Example

When you use in-network doctors and facilities, the annual family out-of-pocket maximum is \$6,250 under the Choice PPO and \$9,250 under the Value PPO. Assume that you enroll in the Choice PPO and have a family of four. Here is an example of how the in-network family deductible might be satisfied:

| Participant      | Covered Expenses |
|------------------|------------------|
| <b>Employee:</b> | \$2,950          |
| <b>Spouse:</b>   | \$2,000          |
| <b>Child #1:</b> | \$1,000          |
| <b>Child #2:</b> | \$300            |
| <b>Total:</b>    | \$6,250          |

The out-of-pocket maximum includes your medical copays (including those for covered health services available in *Your Prescription Drug Benefits*, your share of the coinsurance and payments toward satisfying the annual deductible. It does not include:

- Your contributions toward the cost of medical coverage (your premium)
- Any amounts over reasonable and customary fee limits or the allowance based on the Minimum Necessary Reimbursement Program (MNRP), as outlined under “Your Choices for Receiving Care” on page 24 and defined in “Medical Plan Definitions” on page 52.
- Notification penalties
- Any amounts over plan limits for organ transplants

Out-of-pocket expenses incurred for in-network services apply toward the in-network out-of-pocket maximum only. Only out-of-pocket expenses incurred for out-of-network services apply toward the out-of-network out-of-pocket maximum.

## Your Medical Benefits

The chart below lists the deductibles, coinsurance, copayments and out-of-pocket maximums that currently apply under the UnitedHealthcare Choice and Value PPO plans and the Out-of-Area plan.

### Deductibles, Coinsurance, Copayments and Out-of-Pocket Maximums

|   | UHC Choice PPO Plan                       |   | UHC Value PPO Plan                        |   | UHC Out-of-Area Plan   |
|---|---|---|---|---|--|
|   | <i>In-Network</i>                         | <i>Out-of-Network</i><br><i>(MNRP guidelines apply)</i> | <i>In-Network</i>                         | <i>Out-of-Network</i><br><i>(MNRP guidelines apply)</i> | <i>Out-of-Area Plan</i><br><i>(R&amp;C guidelines apply)</i> |
| <b>Annual Deductible</b>  |   |   |   |   |  |
| <i>Employee</i>   | \$350                                     | \$700   | \$750                                     | \$1,500   | \$350  |
| <i>Employee + 1</i>   | \$700                                     | \$1,400   | \$1,500                                   | \$3,000   | \$700  |
| <i>Family</i>   | \$1,050                                   | \$2,100   | \$2,250                                   | \$4,500   | \$1,050  |
| <b>Your Share in the Cost of Covered Services—After Deductible Unless Noted</b> |   |   |   |   |  |
| <i>Office visit copayment—primary care</i>                                      | \$25; not subject to deductible           | 40%   | \$25; not subject to deductible           | 40%   | 20%  |
| <i>Office visit copayment—specialist</i>  | \$40; not subject to deductible           | 40%   | \$40; not subject to deductible           | 40%   | 20%  |
| <b>Preventive Care</b>  |   |   |   |   |  |
| <i>Office visits</i>  | \$0 (Plan pays 100% of eligible expenses) | 40%; not subject to deductible                          | \$0 (Plan pays 100% of eligible expenses) | 40%; not subject to deductible                          | \$0 (Plan pays 100% of eligible expenses)                    |
| <i>Other covered services</i>   | \$0 (Plan pays 100% of eligible expenses) | 40%; not subject to deductible                          | \$0 (Plan pays 100% of eligible expenses) | 40%; not subject to deductible                          | \$0 (Plan pays 100% of eligible expenses)                    |
| <b>Emergency Room Visits—After Deductible Unless Noted</b>                      |   |   |   |   |  |
| <i>Facility and physician charges</i>   | \$125; not subject to deductible          | \$125; not subject to deductible                        | \$125; not subject to deductible          | \$125; not subject to deductible                        | \$125; not subject to deductible                             |
| <i>Inpatient hospital care</i>  | 20%                                       | 40%   | 20%                                       | 40%   | 20%  |
| <i>Inpatient mental health and substance use treatment</i>                      | 20%                                       | 40%   | 20%                                       | 40%   | 20%  |
| <b>Annual Out-of-Pocket Maximum</b>   |   |   |   |   |  |
| <i>Employee</i>   | \$2,950                                   | \$5,900   | \$4,250                                   | \$8,500   | \$2,950  |
| <i>Employee + 1</i>   | \$5,900                                   | \$11,800  | \$8,500                                   | \$17,000  | \$5,900  |
| <i>Family</i>   | \$6,250                                   | \$12,500  | \$9,250                                   | \$18,500  | \$6,250  |

## Benefit Maximums

There is no lifetime benefit maximum for covered individuals.

## Emergency Room Care

When you need emergency care and use an emergency room, you pay a \$125 copayment and the plan pays the balance of emergency room charges; no deductible applies.

These benefits apply only when you use a hospital emergency room for a true medical emergency. A “true medical emergency” is defined as a serious medical condition or symptom resulting from injury, sickness or mental illness, which arises suddenly and, in the judgment of a reasonable person, requires immediate care and treatment, generally within 24 hours of onset, to avoid jeopardy to life or health.

The emergency room copayment is waived if you are admitted to the hospital as an inpatient through the emergency room.

## Special Services and Procedures

To ensure you receive the appropriate care in the appropriate setting, the medical plan has a number of special services and requirements. This section describes what you need to know when you need medical care or services.

## Notification Requirements

The UHC Health Advantage Program is dedicated to prevention, education, and ensuring that you receive age/condition-appropriate care from the highest quality and most cost-effective providers. A Personal Care Nurse will be notified when you or your physician calls the toll-free number on your ID card to notify UnitedHealthcare of an upcoming treatment or service.

If you are living with a chronic condition or dealing with complex health care needs, UnitedHealthcare may assign a Personal Care Nurse to help you navigate the healthcare system and get the most appropriate care for your condition. This assigned nurse will identify your needs, answer questions, explain options, and may refer you to specialized care programs. The Personal Care Nurse will provide you with his or her telephone number so that you may call them with questions about your condition, to set goals, or to discuss your overall health and wellbeing.

In addition to the Personal Care Nurse, the UHC Health Advantage Program team includes social workers and dietitians who will provide support and education to you or your covered family members. They will also ensure that you make the best use of your healthcare resources. Whether you have an upcoming hospital stay, a new diagnosis, or are having trouble managing a condition or benefit, this team is available to help guide you to make the best-informed decision.

Personal Care Nurses are specially trained to help you find your way around a complex healthcare system by:

- Answering questions about your diagnosis or treatment plan;
- Explaining the plan benefits;
- Educating you about the available treatment options for specific conditions and helping you make informed decisions about your health care. The program includes access to relevant healthcare information, nurse coaching, and information on high quality providers and programs available to you;
- Providing support following an emergency room visit to ensure necessary follow-up care is received and to help avoid subsequent emergency room visits;
- Counseling you before a hospitalization or surgery to help you prepare for the hospitalization, plan for any follow-up care needs, and ensure you have the information and support you need for a successful recovery;
- Serving as a bridge between the hospital and home after an inpatient hospital stay. The Personal Care Nurse is there to help you confirm medications, assist with the acquisition of necessary medical equipment, and ensure that follow-up services are scheduled for a safe transition to home care;
- Helping with the coordination of specialists, hospitals, and pharmacies as well as any in-home care and/or equipment you may require;
- Helping you understand and access disease prevention and condition management tools, wellness information, and other resources;
- Providing specialized support for those with complex maternity needs and those who are being treated for cancer;
- Coaching, motivating, and empowering you to improve your health status;

- Ensuring that you get the right level of care and support when you need it;
- Providing counseling and support for behavioral health needs; and
- Helping you play an active role in your own care.

While the UHC Health Advantage Program will help you navigate the healthcare system, your primary care physician and other medical professionals will remain responsible for your medical care.

### ***Notification Requirements for the Choice PPO or Value PPO***

Network providers are generally responsible for notifying UnitedHealthcare by calling a health advisor before they provide certain services to you. However, there are some in-network benefits for which you are responsible for notifying UnitedHealthcare.

When you choose to receive certain covered health services from out-of-network providers, you are responsible for notifying UnitedHealthcare by calling a health advisor before you receive these covered health services. In many cases, your out-of-network benefits will be reduced if UnitedHealthcare is not notified.

The services that require notification are:

- Ambulance—non-emergency air transport;
- Clinical trials;
- Congenital heart disease surgery;
- Durable medical equipment for items that will cost more than \$1,000 to purchase or rent, including diabetes equipment for the management and treatment of diabetes;
- Genetic testing—BRCA;
- Home health care;
- Hospice care—inpatient;
- Hospital inpatient stays—all scheduled admissions;
- Lab, X-ray and diagnostics—outpatient sleep studies;
- Maternity care that exceeds the plan's allowable delivery timeframes;
- Mental health services—inpatient services (including partial hospitalization/day treatment and services at a residential treatment facility); intensive outpatient program treatment; outpatient electro-convulsive treatment;

psychological testing; extended outpatient treatment visits beyond 45 - 50 minutes in duration, with or without medication management;

- Neurobiological disorders—inpatient services for Autism Spectrum Disorders (including partial hospitalization/day treatment and services at a residential treatment facility); intensive outpatient program treatment; outpatient electro-convulsive treatment; psychological testing; extended outpatient treatment visits beyond 45 - 50 minutes in duration, with or without medication management;
- Obesity surgery;
- Prosthetic devices for items that will cost more than \$1,000 to purchase or rent;
- Reconstructive procedures, including breast reconstruction surgery following mastectomy and breast reduction surgery;
- Skilled nursing facility/inpatient rehabilitation facility services;
- Substance use disorder services—inpatient services (including partial hospitalization/day treatment and services at a residential treatment facility); intensive outpatient program treatment; outpatient electro-convulsive treatment; psychological testing; extended outpatient treatment visits beyond 45 - 50 minutes in duration, with or without medication management;
- Surgery—covered sleep apnea surgeries and orthognathic surgery;
- Therapeutics—outpatient treatments; and
- Transplantation services.

When you choose to receive services from out-of-network providers, UnitedHealthcare urges you to confirm that the services you plan to receive are covered health services. That's because in some instances, certain procedures may not meet the definition of a covered health service and therefore are excluded. In other instances, the same procedure may meet the definition of covered health services. By calling before you receive treatment, you can check to see if the service is subject to limitations or exclusions such as:

- The cosmetic procedures exclusion. Examples of procedures that may or may not be considered cosmetic include: breast reduction and reconstruction (except for after cancer surgery when it is always considered a covered health



service), vein stripping, ligation and sclerotherapy, and upper lid blepharoplasty;

- The experimental, investigational or unproven services exclusion; or
- Any other limitation or exclusion of the plan.

Notification is required within 48 hours of admission or on the same day of admission if reasonably possible after you are admitted to an out-of-network hospital as a result of an emergency.

For notification timeframes, and reductions in benefits that apply if you do not notify UnitedHealthcare, visit the UnitedHealthcare web site ([www.myuhc.com](http://www.myuhc.com)) or call **800 387 7508** toll free.

### **Notification Requirements for Out of Area Plan**

If you are a participant in the Out-of-Area Plan, there are some services for which you are responsible for notifying UnitedHealthcare by calling a health advisor prior to receiving these services.

In many cases, your benefits will be reduced if UnitedHealthcare is not notified. The services that require notification are:

- Ambulance—non-emergency air transport;
- Clinical trials;
- Congenital heart disease surgeries;
- Durable medical equipment for items that will cost more than \$1,000 to purchase or rent, including diabetes equipment for the management and treatment of diabetes;
- Genetic testing—BRCA;
- Home health care;
- Hospice care—inpatient;
- Hospital inpatient stays—all scheduled admissions;
- Lab, X-ray and diagnostics—outpatient sleep studies;
- Maternity care that exceeds the plan’s allowable delivery timeframes;
- Mental health services—inpatient services (including partial hospitalization/day treatment and services at a residential treatment facility); intensive outpatient program treatment; outpatient electro-convulsive treatment; psychological testing; extended outpatient

treatment visits beyond 45 - 50 minutes in duration, with or without medication management;

- Neurobiological disorders—inpatient services for Autism Spectrum Disorders (including partial hospitalization/day treatment and services at a residential treatment facility); intensive outpatient program treatment; outpatient electro-convulsive treatment; psychological testing; extended outpatient treatment visits beyond 45 - 50 minutes in duration, with or without medication management;
- Obesity surgery;
- Prosthetic devices for items that will cost more than \$1,000 to purchase or rent;
- Reconstructive procedures, including breast reconstruction surgery following mastectomy and breast reduction surgery;
- Skilled nursing facility/Inpatient rehabilitation facility services;
- Substance use disorder services—inpatient services (including partial hospitalization/day treatment and services at a residential treatment facility); intensive outpatient program treatment; outpatient electro-convulsive treatment; psychological testing; extended outpatient treatment visits beyond 45 - 50 minutes in duration, with or without medication management;
- Surgery—covered sleep apnea surgeries and orthognathic surgery;
- Therapeutics—outpatient treatments, and
- Transplantation services.

When you choose to receive services from out-of-network providers, UnitedHealthcare urges you to confirm that the services you plan to receive are covered health services. That’s because in some instances, certain procedures may not meet the definition of a covered health service and therefore are excluded. In other instances, the same procedure may meet the definition of covered health services. By calling before you receive treatment, you can check to see if the service is subject to limitations or exclusions such as:

- The cosmetic procedures exclusion. Examples of procedures that may or may not be considered cosmetic include: breast reduction and reconstruction (except for after cancer surgery when it is always considered a covered health service), vein stripping, ligation and sclerotherapy, and upper lid blepharoplasty;

- The experimental, investigational or unproven services exclusion; or
- Any other limitation or exclusion of the plan.

Notification is required within 48 hours of admission or on the same day of admission if reasonably possible after you are admitted to a hospital as a result of an emergency.

For notification timeframes, and reductions in benefits that apply if you do not notify UnitedHealthcare, visit the UnitedHealthcare web site ([www.myuhc.com](http://www.myuhc.com)) or call **800 387 7508** toll free.

### Non-Urgent Admissions or Care

If the admission is for a non-urgent condition, you must call a UHC health advisor at least five days before the scheduled admission or treatment date. Working with your doctor, a health advisor will decide how many days of confinement or treatment are appropriate and will provide written notice to you and your doctor. If the Health Advantage team determines that the proposed admission or treatment is not covered, you and your doctor will be notified.

#### Notifying a UHC Health Advisor

To contact The UHC Health Advantage Program when required, call UnitedHealthcare at **800 387 7508**.

### Urgent and Emergency Admissions or Care

If the patient's condition requires urgent or emergency admission, you, the patient's physician or the hospital must notify a UHC health advisor:

- Before confinement for an urgent admission
- Within 48 hours after confinement because of an emergency admission, unless it is not possible for the physician to notify a health advisor within that time. In that case, it must be done as soon as reasonably possible (If the confinement starts on a Friday or Saturday, the 48-hour requirement will be extended to 72 hours.)

### To Continue Treatment

If your doctor feels it is necessary for the confinement or treatment to continue longer than already approved, you, the physician or the hospital may request additional days by calling the UHC Health Advantage Program. This request must be made no later than the last day that has already been approved. You must pay for continued treatment days that the reviewer determines are not covered.

### Penalties

A \$400 penalty will apply if you do not notify the UHC Health Advantage Program when required. Any penalty amounts you pay will not count toward your deductible or out-of-pocket maximum.

### *Special Note: Mental Health and Substance Use Disorder Services*

To receive the highest level of benefits and to avoid incurring penalties, you must call the Mental Health or Substance Use Disorder Administrator for pre-service authorization before obtaining the services listed below:

- **Mental health services.** Inpatient services (including partial hospitalization/day treatment and services at a residential treatment facility); intensive outpatient program treatment; outpatient electro-convulsive treatment; psychological testing; extended outpatient treatment visits beyond 45-50 minutes in duration, with or without medication management
- **Neurobiological disorders.** Services for Autism Spectrum Disorders (including partial hospitalization/day treatment and services at a residential treatment facility); intensive outpatient program treatment; outpatient electro-convulsive treatment; psychological testing; extended outpatient treatment visits beyond 45-50 minutes in duration, with or without medication management
- **Substance use disorder services.** Inpatient services (including partial hospitalization/day treatment and services at a residential treatment facility); intensive outpatient program treatment; outpatient electro-convulsive treatment; psychological testing; extended outpatient treatment visits beyond 45-50 minutes in duration, with or without medication management

For a scheduled admission, you must notify the Mental Health or Substance Use Disorder Administrator prior to the admission, or as soon as reasonably possible for non-scheduled admissions (including emergency admissions). If you fail to notify the Mental Health or Substance Use Disorder Administrator as required, a \$400 penalty will apply.

In addition, you must notify the Mental Health or Substance Use Disorder Administrator before the following services are received. If you fail to notify the Mental Health or Substance Use Disorder

Administrator as required, the \$400 pre-notification penalty will apply.

- Intensive outpatient program treatment
- Outpatient electro-convulsive treatment
- Psychological testing
- Extended outpatient treatment visits beyond 45-50 minutes in duration, with or without medication management

See “Mental Health, Substance Use Disorder and Neurobiological Disorder Services” on page 44 of “Covered Medical Expenses” for more information about these types of services.

## Second Surgical Opinions

If your doctor recommends surgery that is covered under the plan, you may want to get a second opinion. This is voluntary and will not affect your benefits. A second surgical opinion may include an exam, X-ray and lab work and a written report by the doctor. It must be performed by a doctor who is not associated or in practice with the physician who recommended the surgery, and who is certified by the American Board of Surgery or other specialty board.

If you are enrolled in either PPO plan and choose to get a second opinion from an in-network provider, you pay a \$25 (or \$40 for a specialist) office visit copayment and the plan pays the balance. If you receive X-rays and/or lab work, you will also pay 20% of the eligible expense for those services after you have met your deductible. If you use an out-of-network provider for a second opinion, you pay 40% of the eligible expense, including any X-rays or lab work you receive. The annual deductible applies to second surgical expense consultations provided by out-of-network physicians.

If you are enrolled in the Out-of-Area plan, you pay 20% of the eligible expense after you have met your deductible for a second surgical opinion consultation, including X-rays and lab work.

## Resources to Help You Stay Healthy

Stryker believes in giving you the tools you need to be an educated health care consumer. To that end, Stryker has made available several convenient educational and support services, accessible by phone and the Internet, which can help you to:

- Take care of yourself and your family members;

- Manage a chronic health condition; and
- Navigate the complexities of the health care system.

### Note

Information obtained through the services identified in this section is based on current medical literature and on physician review. It is not intended to replace the advice of a doctor. The information is intended to help you make better health care decisions and take a greater responsibility for your own health. UnitedHealthcare and Stryker are not responsible for the results of your decisions from the use of the information, including, but not limited to, your choosing to seek or not to seek professional medical care, or your choosing or not choosing specific treatment based on the text.

## Consumer Solutions and Self-Service Tools

### NurseLine<sup>SM</sup>

NurseLine<sup>SM</sup> is a toll-free telephone service that puts you in immediate contact with an experienced registered nurse any time, 24 hours a day, seven days a week. Nurses can provide health information for routine or urgent health concerns. When you call, a registered nurse may refer you to any additional resources that Stryker has available to help you improve your health and well-being or manage a chronic condition. Call any time when you want to learn more about:

- A recent diagnosis;
- A minor sickness or injury;
- Men’s, women’s, and children’s wellness;
- How to take prescription drugs safely;
- Self-care tips and treatment options;
- Healthy living habits; or
- Any other health related topic.

NurseLine<sup>SM</sup> gives you another convenient way to access health information. By calling the same toll-free number, you can listen to one of the Health Information Library’s over 1,100 recorded messages, with over half in Spanish.

NurseLine<sup>SM</sup> is available to you at no cost. To use this convenient service, simply call the toll-free number on the back of your ID card.

**Note:** If you have a medical emergency, call 911 instead of calling NurseLine<sup>SM</sup>.

### Your child is running a fever and it's 1:00 AM. What do you do

Call NurseLine<sup>SM</sup> toll-free any time, 24 hours a day, seven days a week. You can count on NurseLine<sup>SM</sup> to help answer your health questions.

With NurseLine<sup>SM</sup>, you also have access to nurses online. To use this service, log onto **www.myuhc.com** and click "Live Nurse Chat" in the top menu bar. You'll instantly be connected with a registered nurse who can answer your general health questions any time, 24 hours a day, seven days a week. You can also request an e-mailed transcript of the conversation to use as a reference.

**Note:** If you have a medical emergency, call 911 instead of logging onto **www.myuhc.com**.

### Treatment Decision Support

In order to help you make informed decisions about your health care, UnitedHealthcare has a program called Treatment Decision Support. This program targets specific conditions as well as the treatments and procedures for those conditions.

This program offers:

- Access to accurate, objective and relevant health care information;
- Coaching by a nurse through decisions in your treatment and care;
- Expectations of treatment; and
- Information on high quality providers and programs.

Conditions for which this program is available include:

- Back pain;
- Knee and hip replacement;
- Prostate disease;
- Prostate cancer;
- Benign uterine conditions;
- Breast cancer;
- Coronary disease; and
- Bariatric surgery.

Participation is completely voluntary and without extra charge. If you think you may be eligible to participate or would like additional information regarding the program, please contact the number on the back of your ID card.

### UHC's Member Website: **www.myuhc.com**

UnitedHealthcare's member website, **www.myuhc.com**, provides information at your fingertips anywhere and anytime you have access to the Internet. **www.myuhc.com** opens the door to a wealth of health information and convenient self-service tools to meet your needs.

With **www.myuhc.com** you can:

- Receive personalized messages that are posted to your own website;
- Research a health condition and treatment options to get ready for a discussion with your physician;
- Search for in-network providers available in your plan through the online provider directory;
- Access all of the content and wellness topics from NurseLine<sup>SM</sup> including Live Nurse Chat 24 hours a day, seven days a week;
- Complete a health risk assessment to identify health habits you can improve, learn about healthy lifestyle techniques and access health improvement resources;
- Use the treatment cost estimator to obtain an estimate of the costs of various procedures in your area; and
- Use the hospital comparison tool to compare hospitals in your area on various patient safety and quality measures.

### Registering on **www.myuhc.com**

If you have not already registered on the UHC member website, simply go to **www.myuhc.com** and click on "Register Now." Have your ID card handy. The enrollment process is quick and easy.

Visit **www.myuhc.com** and:

- Make real-time inquiries into the status and history of your claims;
- View eligibility and plan benefit information, including copays and annual deductibles;
- View and print all of your Explanation of Benefits (EOBs) online; and
- Order a new or replacement ID card or print a temporary ID card.

## Want to learn more about a condition or treatment?

Log on to **www.myuhc.com** and research health topics that are of interest to you. Learn about a specific condition, what the symptoms are, how it is diagnosed, how common it is, and what to ask your physician.

### *Condition Management Services*

If you have been diagnosed with or are at risk for developing certain chronic medical conditions you may be eligible to participate in a disease management program at no cost to you. The heart failure, coronary artery disease, diabetes and asthma programs are designed to support you. This means that you will receive free educational information through the mail, and may even be called by a registered nurse who is a specialist in your specific medical condition. This nurse will be a resource to advise and help you manage your condition.

These programs offer:

- Educational materials mailed to your home that provide guidance on managing your specific chronic medical condition. This may include information on symptoms, warning signs, self-management techniques, recommended exams and medications;
- Access to educational and self-management resources on a consumer website;
- An opportunity for the disease management nurse to work with your physician to ensure that you are receiving the appropriate care; and
- Toll-free access to and one-on-one support from a registered nurse who specializes in your condition. Examples of support topics include:
  - education about the specific disease and condition;
  - medication management and compliance;
  - reinforcement of on-line behavior modification program goals;
  - preparation and support for upcoming physician visits;
  - review of psychosocial services and community resources;
  - caregiver status and in-home safety;
  - use of mail-order pharmacy and in-network providers.

Participation is completely voluntary and without extra charge. If you think you may be eligible to participate or would like additional information regarding the program, please contact the number on the back of your ID card.

### **Cancer Support**

UnitedHealthcare provides a program that identifies, assesses, and supports members who have cancer. The program is designed to support you. This means that you may be called by a registered nurse who is a specialist in cancer and receive free educational information through the mail. You may also call the program and speak with a nurse whenever you need to. This nurse will be a resource and advocate to advise you and to help you manage your condition. This program will work with you and your physicians, as appropriate, to offer education on cancer, and self-care strategies and support in choosing treatment options.

Participation is completely voluntary and without extra charge. If you think you may be eligible to participate or would like additional information regarding the program, please call the number on the back of your ID card or call the program directly at **(866) 936-6002**.

### **HealthNotes<sup>SM</sup>**

UnitedHealthcare provides a service called HealthNotes to help educate members and make suggestions regarding your medical care. HealthNotes provides you and your physician with suggestions regarding preventive care, testing or medications, potential interactions with medications you have been prescribed, and certain treatments. In addition, your HealthNotes report may include health tips and other wellness information.

UnitedHealthcare makes these suggestions through a software program that provides retrospective, claims-based identification of medical care. Through this process patients are identified whose care may benefit from suggestions using the established standards of evidence based medicine.

If your physician identifies any concerns after reviewing his or her HealthNotes report, he or she may contact you if he or she believes it to be appropriate. In addition, you may use the information in your report to engage your physician in discussions regarding your health and the identified suggestions. Any decisions regarding your care, though, are always between you and your physician.

If you have questions or would like additional information about this service, please call the number on the back of your ID card.

### Wellness Programs

#### Healthy Back Program

UnitedHealthcare provides a program that identifies, assesses, and supports members with acute and chronic back conditions. By participating in this program you may receive free educational information through the mail and may even be called by a registered nurse who is a specialist in acute and chronic back conditions. This nurse will be a resource to advise and help you manage your condition.

This program offers:

- Education on back-related information and self-care strategies;
- Management of depression related to chronic back pain; and
- Support in choosing treatment options.

Participation is completely voluntary and without extra charge. If you think you may be eligible to participate or would like additional information regarding the program, please call the number on the back of your ID Card.

#### Maternity Support Program

If you are pregnant or thinking about becoming pregnant, and you are enrolled in a UHC medical plan, you can get valuable educational information, advice and comprehensive case management by calling the toll-free number on your ID card. Your enrollment in the program will be handled by an OB nurse who is assigned to you.

This program offers:

- Enrollment by an OB nurse;
- Pre-conception health coaching;
- Written and online educational resources covering a wide range of topics;
- First and second trimester risk screenings;
- Identification and management of at- or high-risk conditions that may impact pregnancy;
- Pre-delivery consultation;

- Coordination with and referrals to other benefits and programs available under the medical plan;
- A phone call from a nurse approximately two weeks postpartum to provide information on postpartum and newborn care, feeding, nutrition, immunizations and more; and
- Post-partum depression screening.

Participation is completely voluntary and without extra charge. To take full advantage of the program, you are encouraged to enroll within the first trimester of pregnancy. You can enroll any time, up to your 34<sup>th</sup> week. To enroll, call the toll-free number on the back of your ID card.

As a program participant, you can always call your nurse with any questions or concerns you might have.

### Covered Medical Expenses

The UnitedHealthcare plan has no pre-existing condition limitation.

The following chart shows plan benefits for each covered health service. Benefits are available only when all of the following conditions are met:

- Covered health services are provided while coverage is in effect.
- Covered health services are provided before the date your coverage under the plan is terminated.
- The person who receives covered health services meets all the plan's eligibility requirements.

#### Important to Remember...

The UHC Health Advantage Program does not have the ability to make enrollment changes, such as to add a newborn. All enrollment modifications must be directed to your Benefits Representative.

Plan Benefits for Covered Medical Expenses

|   | UHC Choice PPO Plan             |   | UHC Value PPO Plan              |   | UHC Out-of-Area Plan   |
|---|---------------------------------|---|---------------------------------|---|--|
|   | <i>In-Network</i>               | <i>Out-of-Network</i><br><i>(MNRP guidelines apply)</i> | <i>In-Network</i>               | <i>Out-of-Network</i><br><i>(MNRP guidelines apply)</i> | <i>Out-of-Area Plan</i><br><i>(R&amp;C guidelines apply)</i> |
| <b>Hospital Charges: Inpatient and Outpatient Services*—After Deductible Unless Noted</b>   |                                 |   |                                 |   |  |
| <b>Room and board charges up to the semi-private room rate</b>  | 80%                             | 60%   | 80%                             | 60%   | 80%  |
| <b>Intensive care unit</b>  | 80%                             | 60%   | 80%                             | 60%   | 80%  |
| <b>Services and supplies, including diagnostic testing, laboratory services and X-rays</b>  | 80%                             | 60%   | 80%                             | 60%   | 80%  |
| <b>Surgery</b>  | 80%                             | 60%   | 80%                             | 60%   | 80%  |
| <b>Emergency Treatment</b>  |                                 |   |                                 |   |  |
| <b>Emergency room for medical emergencies and accidental injuries</b>   | 100% after \$125 copayment      | 100% after \$125 copayment                              | 100% after \$125 copayment      | 100% after \$125 copayment                              | 100% after \$125 copayment                                   |
| <b>Emergency room for non-emergency conditions</b>  | Not covered                     | Not covered   | Not covered                     | Not covered   |  |
| <b>Urgent care/walk-in facility</b>   | 100% after \$40 copayment       | 60%   | 100% after \$40 copayment       | 60%   | 80%  |
| <b>Preventive Care Services</b>   |                                 |   |                                 |   |  |
| (Coverage for preventive care office visits may vary from what is shown in this table. See the chart in “Your Medical Benefits” on page 28 for more information about your share of the cost for preventive care office visits.)  |                                 |   |                                 |   |  |
| <b>Routine physical exam</b>  | 100%; not subject to deductible | 60%; not subject to deductible                          | 100%; not subject to deductible | 60%; not subject to deductible                          | 100%; not subject to deductible                              |
| <b>Other preventive services, including children’s immunizations, mammograms, PAP smears, X-rays and lab tests based on the recommendations of the U.S. Preventive Services Task Force (USPSTF) and Patient Protection Affordable Care Act (PPACA).</b><br><br>Preventive testing services are limited to once per calendar year. | 100%; not subject to deductible | 60%; not subject to deductible                          | 100%; not subject to deductible | 60%; not subject to deductible                          | 100%; not subject to deductible                              |

## Medical Benefits

|   | UHC Choice PPO Plan   |   | UHC Value PPO Plan  |   | UHC Out-of-Area Plan   |
|---|---|---|---|---|--|
|   | <b>In-Network</b>   | <b>Out-of-Network</b><br><i>(MNRP guidelines apply)</i> | <b>In-Network</b>   | <b>Out-of-Network</b><br><i>(MNRP guidelines apply)</i> | <b>Out-of-Area Plan</b><br><i>(R&amp;C guidelines apply)</i> |
| <b>Doctors and Healthcare Professionals—After Deductible Unless Noted</b>   |   |   |   |   |  |
| <i>(Primary care physicians, including general practitioners, internists and pediatricians. Gynecologists are also considered primary care physicians for preventive annual exams only.)</i>  |   |   |   |   |  |
| <b>Office visit – primary care physician</b>  | 100% after \$25 copayment                                   | 60%   | 100% after \$25 copayment                                   | 60%   | 80%  |
| <b>Office visit – specialist</b>  | 100% after \$40 copayment                                   | 60%   | 100% after \$40 copayment                                   | 60%   | 80%  |
| <b>Medical care</b>   | 80%   | 60%   | 80%   | 60%   | 80%  |
| <b>Surgery*</b>   | 80%   | 60%   | 80%   | 60%   | 80%  |
| <b>Obstetrician or certified nurse</b>  | First visit at 100% after \$40 copayment; then 80%          | 60%   | First visit at 100% after \$40 copayment; then 80%          | 60%   | 80%  |
| <b>Allergy testing and treatment</b>  | Office visits: 100% after \$40 copayment<br>Injections: 80% | 60%   | Office visits: 100% after \$40 copayment<br>Injections: 80% | 60%   | 80%  |
| <b>Physical and occupational therapy</b>  | 80%   | 60%   | 80%   | 60%   | 80%  |
| <b>Speech therapy</b>   | 80%   | 60%   | 80%   | 60%   | 80%  |
| <b>Chiropractic treatment</b><br>Medical necessity documentation required after 15 visits per calendar year. If visits exceed 30 in any calendar year, UnitedHealthcare must review and approve additional benefits for chiropractic treatment. | 100% after \$40 copayment                                   | 60%   | 100% after \$40 copayment                                   | 60%   | 80%  |
| <b>Private duty nursing by an RN or LPN</b>   | 80%   | 60%   | 80%   | 60%   | 80%  |
| <b>Podiatric treatment</b><br>Covered only if for systematic disease or diabetes.   | 100% after \$40 copayment                                   | 60%   | 100% after \$40 copayment                                   | 60%   | 80%  |



|  | UHC Choice PPO Plan   |   | UHC Value PPO Plan  |   | UHC Out-of-Area Plan   |
|--|---|---|---|---|--|
|  | <b>In-Network</b>   | <b>Out-of-Network</b><br><i>(MNRP guidelines apply)</i> | <b>In-Network</b>   | <b>Out-of-Network</b><br><i>(MNRP guidelines apply)</i> | <b>Out-of-Area Plan</b><br><i>(R&amp;C guidelines apply)</i> |
| <b>Other Services—After Deductible Unless Noted</b>  |   |   |   |   |  |
| <b>Ambulance</b>   | 80%   | 80%   | 80%   | 80%   | 80%  |
| <b>Anesthetics and their administration</b>  | 80%   | 60%   | 80%   | 60%   | 80%  |
| <b>Durable medical equipment (DME)*</b>  | 80%   | 60%   | 80%   | 60%   | 80%  |
| <b>Fertility testing</b><br>Covered only if part of a diagnosis of a medical condition. Treatment is not covered.  | 80%<br>If part of an office visit:<br>100% after \$40 copayment | 60%   | 80%<br>If part of an office visit:<br>100% after \$40 copayment | 60%   | 80%  |
| <b>Prosthetic and orthotic devices</b>   | 80%   | 60%   | 80%   | 60%   | 80%  |
| <b>Injectable drugs not intended for self administration</b>   | 80%   | 60%   | 80%   | 60%   | 80%  |
| <b>Mental Health and Substance Use Disorder Treatment—After Deductible Unless Noted</b>  |   |   |   |   |  |
| <b>Inpatient*</b>  | 80%   | 60%   | 80%   | 60%   | 80%  |
| <b>Residential day care*</b>   | 80%   | 60%   | 80%   | 60%   | 80%  |
| <b>Outpatient</b><br>(outpatient professional services will be subject to the deductible and coinsurance; office visits are covered with no deductible)  | 100% after \$40 copayment                                       | 60%   | 100% after \$40 copayment                                       | 60%   | 80%  |
| <b>Special Facilities</b>  |   |   |   |   |  |
| <b>Birth centers</b>   | 80%   | 60%   | 80%   | 60%   | 80%  |
| <b>Home healthcare*</b>  | 80%   | 60%   | 80%   | 60%   | 80%  |
| <b>Hospice care— inpatient and outpatient*</b>   | 80%   | 60%   | 80%   | 60%   | 80%  |
| <b>Skilled nursing facility*</b>   | 80%   | 60%   | 80%   | 60%   | 80%  |
| <b>Reminder:</b> The LifeWorks Employee Assistance Program (EAP) provides free and confidential access to behavioral health professionals 24 hours a day, seven days a week. The EAP also provides up to three face-to-face counseling sessions per issue or problem at no cost to you. Contact LifeWorks at <b>888 267 8126</b> . |   |   |   |   |  |

\* Notification to the UHC Health Advantage Program or the Mental Health or Substance Use Disorder Administrator required.

### **Maternity Benefits**

Stryker's medical plan covers expenses for hospital stays or birthing centers and obstetrics provided by a doctor or certified nurse-midwife for pregnancy, childbirth or related complications. Newborn expenses, including hospital nursery charges, routine in-hospital pediatric care for a healthy infant and circumcision, also are covered separate from the mother.

Pregnancy-related expenses of employees and dependents must be incurred while the person is covered under the plan. If expenses are incurred after coverage ends, no benefits will be paid. If there are benefits payable from a previous plan, these will be subtracted from benefits payable for the same expenses under this plan.

Expenses related to elective induced abortions and any complication related to an abortion are covered.

If you need to change your healthcare benefit election as the result of the birth of the baby, you must properly change your enrollment via the employee self service web site, My Stryker Info (<https://myinfo.stryker.com>), or by contacting your Benefits Representative and completing an enrollment form, within 30 days of the life event (including the date of the event). You must also provide all of the required dependent documentation within 30 days as requested in order to change your elections on a pre-tax basis. See "Making Changes" in the *Participating in Health Care Benefits* section for more information.

### **Benefits for Outpatient Rehabilitation Services**

Stryker's medical plan covers outpatient rehabilitation services for:

- Physical therapy
- Occupational therapy
- Manipulative treatment (chiropractic and spinal manipulation)
- Speech therapy
- Post-cochlear implant aural therapy
- Vision therapy
- Cognitive rehabilitation therapy following a post-traumatic brain injury or cerebral vascular accident
- Pulmonary rehabilitation therapy
- Cardiac rehabilitation therapy

Rehabilitation services must be performed by a licensed therapy provider under the direction of a physician (when required by state law). Benefits are available only for rehabilitation services that are expected to result in significant physical improvement within two months of the start of treatment.

Recertification of the continued need for spinal manipulations is required after the first 30 visits and will be subject to review by the UHC Health Advantage Program.

Speech therapy services are covered only when the speech impediment or speech dysfunction results from injury, stroke, congenital anomaly, developmental delay or is required following placement of a cochlear implant.

The plan does not cover any type of therapy, service or supply for the treatment of a condition that ceases to be therapeutic treatment and is instead administered to maintain a level of functioning or to prevent a medical problem from occurring or recurring.

### **Preventive Care Benefits**

One of the best ways to prevent illness is to take care of yourself. Regular check-ups and immunizations are important, so preventive care services provided in an outpatient setting are covered.

Eligible preventive care services are covered at 100% without deductibles or copayments. Routine tests and related lab and X-ray expenses are covered once per calendar year.

The plan pays benefits for preventive care services provided on an outpatient basis at a physician's office, an alternate facility or a hospital. Preventive care services encompass medical services that have been demonstrated by clinical evidence to be safe and effective in either the early detection of disease or in the prevention of disease, have been proven to have a beneficial effect on health outcomes and include the following as required under applicable law:

- Evidence-based items or services that have in effect a rating of "A" or "B" in the current recommendations of the United States Preventive Services Task Force;
- Immunizations that have in effect a recommendation from the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention;

- With respect to infants, children and adolescents, evidence-informed preventive care and screenings provided for in the comprehensive guidelines supported by the Health Resources and Services Administration; and
- With respect to women, such additional preventive care and screenings as provided for in comprehensive guidelines supported by the Health Resources and Services Administration.

In general, the plan pays preventive care benefits based on the recommendations of the U.S. Preventive Services Task Force (USPSTF) although other preventive care services may be covered as well. Your physician may recommend additional services based on your family or medical history. Examples of preventive medical care are listed below and provide a guide of what is considered a covered health service.

- Routine physical exam (one per year after age 3)
- Well child care through age 3
- Routine lipid profile
- Routine mammogram
- Routine PAP test
- Additional women’s preventive care (per PPACA guidelines):
  - Gestational diabetes screening
  - HPV DNA testing for women age 30 and older
  - Screening for sexually transmitted infections
  - Screening and counseling for HIV
  - Screening and counseling for domestic violence
  - Counseling for and payment of generic FDA-approved contraception methods
  - Counseling for breastfeeding and payment of rental equipment and supplies
- Routine prostate exam
- Routine PSA
- Routine lab tests and X-rays related to covered preventive testing (facility and professional charges)
- Breast pumps:
 

Preventive care benefits defined under the Health Resources and Services Administration (HRSA) requirement include the cost of renting one breast pump per pregnancy in conjunction with childbirth. Benefits for breast pumps also include the cost of purchasing one breast pump per pregnancy in conjunction with childbirth.

If more than one breast pump can meet your needs, benefits are available only for the most cost-effective pump. UnitedHealthcare will determine the following:

- Which pump is the most cost effective;
- Whether the pump should be purchased or rented;
- Duration of a rental;
- Timing of an acquisition.

Benefits are only available if breast pumps are obtained from a DME provider or physician.

- Immunizations:
  - Covered childhood immunizations generally include: Diphtheria-tetanus-pertussis (DTP), Oral poliovirus (OPV), Measles - mumps-rubella (MMR), Conjugate haemophilus influenza type B, Hepatitis B, Rotavirus vaccine, Varicella (Chicken Pox) and human papilloma virus (HPV) vaccine for ages 9-18.
  - The HPV vaccine is limited to one complete dosage per lifetime. Women over age 18 but under age 26 who have not yet received the vaccine may receive the vaccine.

Preventive care benefits do not include:

- Services for the diagnosis or treatment of a disease, except for those women’s preventive services noted above
- Medicines, drugs, appliances, equipment or supplies, except for those women’s preventive services noted above
- Psychiatric, psychological or emotional testing or exams
- Exams related to employment
- Premarital exams
- Vision, hearing or dental exams

To confirm whether a service is covered as a preventive care benefit, contact UnitedHealthcare at **800-3387-7508**.

### ***Cancer Resource Center (CRS)***

The plan pays benefits for oncology services provided by designated facilities participating in the Cancer Resource Services (CRS) program. Designated facilities are defined in the “Medical Plan Definitions” on page 52.

For oncology services and supplies to be considered covered health services, they must be provided to treat a condition that has a primary or suspected diagnosis relating to cancer. If you or a covered dependent has cancer, you may:

- Be referred to CRS by the UHC Health Advantage Program;
- Call CRS toll-free at **866 936 6002**; or
- Visit **[www.myoptumhealthcomplexmedical.com](http://www.myoptumhealthcomplexmedical.com)**.

To receive benefits for a cancer-related treatment, you are not required to visit a designated facility. If you receive oncology services from a facility that is not a designated facility, the plan pays benefits as described for:

- Physician's office services —sickness and injury
- Physician fees for surgical and medical services
- Scopic procedures —outpatient diagnostic and therapeutic
- Therapeutic treatments —outpatient
- Hospital—inpatient stay
- Surgery —outpatient

**Note:** Services described for travel and lodging are covered health services only in connection with cancer-related services received at a designated facility.

To receive benefits under the CRS program, you must contact CRS prior to obtaining covered health services. The plan will only pay benefits under the CRS program if CRS provides the proper notification to the designated facility provider performing the services (even if you self-refer to a provider in that network).

### **Cancer Support Program**

UnitedHealthcare provides a program that identifies, assesses and supports members who have cancer. The program is designed to support you. This means that you may be called by a registered nurse who is a specialist in cancer and receive free educational information through the mail. You may also call the program and speak with a nurse whenever you need to. This nurse will be a resource and advocate to advise you and to help you manage your condition. This program will work with you and your physicians, as appropriate, to offer education on cancer and self-care strategies and support in choosing treatment options.

Participation is completely voluntary and without extra charge. If you think you may be eligible to participate or would like additional information regarding the program, please call the number on the back of your ID card, or call the program directly at **866 936 6002**.

### **Clinical Trials**

Benefits are available for routine patient care costs incurred during participation in a qualifying clinical trial for the treatment of:

- Cancer or other life-threatening disease or condition. For purposes of this benefit, a life-threatening disease or condition is one from which the likelihood of death is probable unless the course of the disease or condition is interrupted
- Cardiovascular disease (cardiac/stroke) which is not life threatening for which, as determined by UnitedHealthcare, a clinical trial meets the qualifying clinical trial criteria
- Surgical musculoskeletal disorders of the spine, hip and knees, which are not life threatening, for which UnitedHealthcare determines a clinical trial meets the qualifying clinical trial criteria
- Other disease or disorders which are not life threatening for which, UnitedHealthcare determines, a clinical trial meets the qualifying clinical trial criteria

Benefits include the reasonable and necessary items and services used to prevent, diagnose and treat complications arising from participation in a qualifying clinical trial.

Benefits are available only when the covered member is clinically eligible for participation in the qualifying clinical trial as defined by the researchers.

Routine patient care costs for qualifying clinical trials include:

- Covered health services for which benefits are typically provided absent a clinical trial
- Covered health services required solely for the provision of the investigational item or service, that clinically appropriately monitoring of the effects of the item or service, or the prevention of the complications
- Covered health services needed for reasonable and necessary care arising from the provision of the investigational item or service

Please remember, that you must notify the UHC Health Advantage Program as soon as the possibility of participation in a clinical trial arises. If the UHC Health Advantage Program is not notified, you will be responsible for paying all charges and no benefits will be paid.

### **Home Healthcare**

Covered home healthcare expenses include charges by an approved home healthcare agency for the following services furnished as part of a home healthcare plan:

- Part-time or intermittent nursing care by or under the supervision of a registered nurse (RN) or licensed practical nurse (LPN), or services from a home health aide, up to the maximum of 120 visits per year
- Respiratory, occupational, speech and physical therapies provided by a home healthcare agency
- Medical supplies, appliances and equipment, drugs and medicines prescribed by a physician and provided by the home healthcare agency, if such items would have been covered under the plan while hospital-confined
- Nutrition counseling or services, or special meals provided by or under the supervision of a registered dietitian or nutritionist

Benefits for home healthcare treatment will be reduced by \$400 when UnitedHealthcare is not notified in advance of the first treatment date.

Home healthcare services provided by a social worker or a family member are not covered.

### **Skilled Nursing Facility/ Inpatient Rehabilitation Facility Services**

Facility services for an inpatient stay in a skilled nursing facility or inpatient rehabilitation facility are covered by the plan. Benefits include:

- Non-physician services and supplies received during the inpatient stay
- Room and board in a semi-private room (a room with two or more beds)

Benefits are available when skilled nursing and/or inpatient rehabilitation facility services are needed on a daily basis. Benefits are also available in a skilled nursing facility or inpatient rehabilitation facility for treatment of a sickness or injury that

would have otherwise required an inpatient stay in a hospital.

Benefits for other physician services, including anesthesiologists, consulting physicians, pathologists and radiologists, are covered as defined by the plan.

UnitedHealthcare will determine if benefits are available by reviewing both the skilled nature of the service and the need for physician-directed medical management. A service will not be determined to be “skilled” simply because there is not an available caregiver.

Benefits are available only if:

- The initial confinement in a skilled nursing facility or inpatient rehabilitation facility was or will be a cost effective alternative to an inpatient stay in a hospital; and
- You will receive skilled care services that are not primarily custodial care.

Skilled care is skilled nursing, skilled teaching, and skilled rehabilitation services when:

- It is delivered or supervised by licensed technical or professional medical personnel in order to obtain the specified medical outcome, and provide for the safety of the patient;
- It is ordered by a physician;
- It is not delivered for the purpose of assisting with activities of daily living, including but not limited to dressing, feeding, bathing or transferring from a bed to a chair;
- It requires clinical training in order to be delivered safely and effectively; and
- You are expected to improve to a predictable level of recovery. Benefits can be denied or shortened for covered persons who are not progressing in goal-directed rehabilitation services or if discharge rehabilitation goals have previously been met.

#### **Note:**

- The plan does not pay benefits for custodial care or domiciliary care, even if ordered by a physician, as defined in “Medical Plan Definitions” on page 52.
- Any combination of network benefits and non-network benefits is limited to 120 days per calendar year.

Please remember that you should notify the UHC Health Advantage Program as follows:

- For elective admissions: five business days before admission

- For emergency admissions (also called non-elective admissions): as soon as is reasonably possible.

If the UHC Health Advantage Program is not notified, benefits will be reduced by \$400.

### ***Mental Health, Substance Use Disorder and Neurobiological Disorder Services***

Mental health and substance use disorder services include those received on an inpatient or outpatient basis in a hospital, alternate facility or in a provider's office.

Covered neurobiological disorder services include psychiatric services for Autism Spectrum Disorders that are both of the following:

- Provided by or under the direction of an experienced psychiatrist and/or an experienced licensed psychiatric provider; and
- Focused on treating maladaptive/stereotypic behaviors that are posing danger to self, others or property and impairment in daily functioning.

**Note:** The benefits described here are for the psychiatric component of treatment for Autism Spectrum Disorders only. Medical treatment of Autism Spectrum Disorders is a covered health service for which benefits are available under the applicable medical covered health services categories.

Mental health, substance use disorder and neurobiological disorder benefits include the following services:

- Diagnostic and evaluation assessment
- Treatment planning
- Treatment and/or procedures
- Referral services
- Medication management
- Individual, family, therapeutic group and provider-based case management services
- Crisis intervention
- Partial hospitalization/day treatment
- Services at a residential treatment facility
- Services for intensive outpatient treatment.

The Mental Health or Substance Use Disorder Administrator determines coverage for all levels of care. If an inpatient stay is required, it is covered on a semi-private room basis.

You are encouraged to contact the Mental Health or Substance Use Disorder Administrator for referrals to providers and coordination of care.

Please remember that you **must** notify the Mental Health or Substance Use Disorder Administrator in advance of any treatment to receive benefits for these services. Please call the phone number that appears on your ID card. Without notification, a \$400 pre-notification penalty will apply.

### **Special Mental Health and Substance Use Disorder Programs and Services**

Special programs and services that are contracted under the Mental Health or Substance Use Disorder Administrator may become available to you as part of your mental health and substance use disorder services benefit. The mental health and substance use services benefits and financial requirements assigned to these programs or services are based on the designation of the program or service to inpatient, partial hospitalization/day treatment, intensive outpatient treatment, outpatient or a transitional care category of benefit use. Special programs or services provide access to services that are beneficial for the treatment of your mental illness or substance use disorder that may not otherwise be covered under this plan. You must be referred to such programs through the Mental Health or Substance Use Disorder Administrator, who is responsible for coordinating your care or through other pathways. Any decision to participate in such program or service is at the discretion of the covered person and is not mandatory.

### **Exclusions for Mental Health/Substance Use Disorders**

In addition to any exclusions or limits that may be described in "Expenses Not Covered" on page 49, the plan does *not* pay benefits for the following:

- Services performed in connection with conditions not classified in the current edition of the *Diagnostic and Statistical Manual of the American Psychiatric Association*

- Services or supplies for the diagnosis or treatment of mental illness, alcoholism or substance use disorders that, in the reasonable judgment of the Mental Health or Substance Use Disorder Administrator, are any of the following:
  - Not consistent with generally accepted standards of medical practice for the treatment of such conditions
  - Not consistent with services backed by credible research soundly demonstrating that the services or supplies will have a measurable and beneficial health outcome, and therefore considered experimental
  - Not consistent with the Mental Health or Substance Use Disorder Administrator's level of care guidelines or best practices as modified from time to time
  - Not clinically appropriate for the patient's mental illness, substance use disorder or condition based on generally accepted standards of medical practice and benchmarks
- Mental health services as treatments for R and T code conditions as listed within the current edition of the *Diagnostic and Statistical Manual of the American Psychiatric Association*
- Mental health services as treatment for a primary diagnosis of insomnia other sleep-wake disorders, binge eating disorders, feeding disorders, neurological disorders and other disorders with a known physical basis
- Treatments for the primary diagnoses of learning disabilities, conduct and impulse control disorders, personality disorders and paraphilic disorders
- Educational/behavioral services that are focused on primarily building skills and capabilities in communication, social interaction and learning
- Biofeedback and biofeedback devices
- Tuition for or services that are school-based for children and adolescents under the *Individuals with Disabilities Education Act*
- Learning, motor disorders and primary communication disorders as defined in the current edition of the *Diagnostic and Statistical Manual of the American Psychiatric Association*
- Intellectual disabilities as a primary diagnosis defined in the current edition of the *Diagnostic and Statistical Manual of the American Psychiatric Association*
- Mental health services as a treatment for other conditions that may be a focus of clinical attention as listed in the current edition of the *Diagnostic and Statistical Manual of the American Psychiatric Association*
- All unspecified disorders in the current edition of the *Diagnostic and Statistical Manual of the American Psychiatric Association*
- Methadone treatment as maintenance, L.A.A.M. (1-Alpha-Acetyl-Methadol), Cyclazocine, or their equivalents for drug addiction
- Intensive behavioral therapies such as applied behavioral analysis for Autism Spectrum Disorders
- Any treatments or other specialized services designed for Autism Spectrum Disorder that are not backed by credible research demonstrating that the services or supplies have a measurable and beneficial health outcome and therefore considered experimental or investigational or unproven services.

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### **Organ Transplant Benefits**

UnitedHealthcare offers specialized case management services for individuals who have been recommended for an organ transplant, bone marrow transplant or tissue replacement. UnitedHealthcare must be notified regarding any of these procedures. During the notification process, UnitedHealthcare may recommend that you receive transplant services at a facility that is nationally recognized as a center of excellence for specific organ transplant procedures.

Each case must meet specific criteria. If treatment at a designated facility is recommended, covered charges in connection with the transplant procedure will be covered at 80% of the in-network benefit level. Reasonable and customary fee limits will not apply. In addition, you may qualify for reimbursement of travel and lodging expenses.

If treatment at a designated facility is recommended *but* you decide to have the transplant procedure performed elsewhere, the plan will pay 60% of covered charges in connection with the transplant procedure. The 60% benefit level will apply even when the facility is considered in-network for other non-transplant procedures.

Benefits are available to the donor and the recipient when the recipient is covered under this plan. The transplant must meet the definition of a “covered health service” and cannot be experimental or investigational, or unproven. Examples of transplants for which benefits are available include but are not limited to:

- Heart
- Heart/lung
- Lung
- Kidney
- Kidney/pancreas
- Liver
- Liver/kidney
- Liver/intestinal
- Pancreas
- Intestinal
- Bone marrow (either from you or from a compatible donor) and peripheral stem cell transplants, with or without high dose chemotherapy (Not all bone marrow transplants meet the definition of a covered health service.)
- Transplantation of non-human organs is not covered.

### Other Transplant Benefits

Charges for the following services are covered:

- Preparation, acquisition, transportation and storage of human organs, bone marrow or human tissue
- Approved travel and lodging expenses in connection with transportation of the organ recipient to the transplant procedure site

### Limitations

The plan pays benefits for approved charges incurred by the organ donor and the transplant recipient when both are covered under Stryker’s medical plan.

When the organ recipient is covered under Stryker’s medical plan but the donor is not, the plan pays benefits for approved charges incurred by the organ donor to the extent that those charges are not covered by any other source.

When only the organ donor is covered under Stryker’s medical plan, the plan covers any charges related to donor services up to a maximum benefit of \$5,000. This benefit is payable only when the transplant recipient’s plan does not cover donor services.

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### *Durable Medical Equipment (DME)*

The plan pays for durable medical equipment (DME) that is:

- Ordered or provided by a physician for outpatient use
- Used for medical purposes
- Not consumable or disposable
- Not of use to a person in the absence of a sickness, injury or disability
- Durable enough to withstand repeated use
- Appropriate for use in the home
- Is not implantable within the body

If more than one piece of DME can meet your functional needs, you will receive benefits only for the most cost-effective piece of equipment. Benefits are provided for a single unit of DME (example: one insulin pump) and for repairs of that unit.

Examples of DME include but are not limited to:

- Equipment to administer oxygen
- Standard wheelchairs
- Hospital beds
- Delivery pumps for tube feedings
- Burn garments
- Insulin pumps and all related necessary supplies
- Braces that stabilize an injured body part, including necessary adjustments to shoes to accommodate braces. Cranial helmets used to facilitate a successful post-surgical outcome are also covered as DME. **Note:** Only braces that are used to stabilize an injured body part or treat curvature of the spine are considered durable medical equipment and therefore covered under the plan. Braces that straighten or change the shape of a body part (with the exception of cranial helmets) are considered orthotic devices and are not covered. Dental braces are also excluded from coverage.



- Equipment for the treatment of chronic or acute respiratory failure or conditions
- Ostomy supplies. Covered supplies are limited to:
  - Pouches, face plates and belts
  - Irrigation sleeves, bags and ostomy irrigation catheters
  - Skin barriers

The plan also covers tubings, nasal cannulas, connectors and masks used in connection with DME.

**Note:** DME is different from prosthetic devices—see “Prosthetic Devices” on page 47.

Benefits are provided for the repair/replacement of a type of durable medical equipment once every calendar year.

Please remember for out-of-network benefits, you must notify the UHC Health Advantage Program if the purchase, rental, repair or replacement of the equipment will cost more than \$1,000. You must purchase or rent the DME from the vendor the UHC Health Advantage Program identifies. If the UHC Health Advantage Program is not notified, benefits will be subject to a \$400 reduction.

At UnitedHealthcare’s discretion, replacements are covered for damage beyond repair with normal wear and tear, when repair costs exceed new purchase price, or when a change in the covered person’s medical condition occurs sooner than the three year timeframe. Repairs, including the replacement of essential accessories, such as hoses, tubes, mouth pieces, etc., for necessary equipment is only covered when required to make the item/device serviceable and the estimated repair expense does not exceed the cost of purchasing or renting another item/device. Requests for repairs may be made at any time and are not subject to the three-year timeline for replacement.

Benefits also include speech aid devices and trachea-esophageal voice devices required for treatment of severe speech impediment or lack of speech directly attributed to sickness or injury. Benefits for the purchase of speech aid devices and trachea-esophageal voice devices are available only after completing a required three-month rental period.

## Hearing Aids

The plan pays benefits for hearing aids required for the correction of a hearing impairment (a reduction in the ability to perceive sound that may range from slight to complete deafness). Hearing aids are electronic amplifying devices designed to bring sound more effectively into the ear. A hearing aid consists of a microphone, amplifier and receiver.

Benefits are available for a hearing aid that is purchased as a result of a written recommendation by a physician, and are provided for the hearing aid and for charges for associated fitting and testing.

Benefits do not include bone anchored hearing aids. Bone anchored hearing aids are a covered health service for which benefits are available under the applicable medical/surgical covered health services categories in this “Medical Benefits” section, and only for covered persons who have either of the following:

- Craniofacial anomalies whose abnormal or absent ear canals preclude the use of a wearable hearing aid
- Hearing loss of sufficient severity that it would not be adequately remedied by a wearable hearing aid

Benefits are limited to a single purchase (including repair/replacement) every three calendar years.

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## Prosthetic Devices

At UnitedHealthcare’s discretion, prosthetic devices may be covered for damage beyond repair with normal wear and tear, when repair costs are more than the cost of replacement or when a change in the covered person’s medical condition occurs sooner than the three year timeframe. Replacement of artificial limbs or any part of such devices may be covered when the condition of the device or part requires repairs that cost more than the cost of a replacement device or part.

Benefits are limited to a single purchase (including repair/replacement) every three calendar years.

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## Obesity Treatment

The plan covers surgical treatment of obesity provided by or under the direction of a physician when all of the following are true:

- You have a minimum Body Mass Index (BMI) of 40 or 35 in conjunction with any other co-morbidity (i.e. coronary heart disease, type 2 diabetes, etc.);

- You have documentation from a physician of a diagnosis of morbid obesity for a minimum of five years; and
- You are over the age of 21

In addition to meeting the above criteria, the following must also be true:

- You have completed a six-month physician-supervised weight loss program; and
- You have completed a pre-surgical psychological evaluation

Benefits for obesity surgery services are covered only if they meet the definition of a covered health service (see “Medical Plan Definitions” on page 52) and are not considered experimental, investigational or unproven.

### Limitations

The plan does not cover the following services:

- Loop gastric bypass,
- Gastroplasty (stomach stapling),
- Duodenal switch operation,
- Biliopancreatic bypass,
- Lap-band, or
- Mini gastric bypass.

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### Hyperhidrosis Treatment

The plan provides coverage for the following medical and surgical treatments for hyperhidrosis (excessive sweating) under the direction of a physician:

Medical treatments:

- Botulinum (botox) injections

Surgical treatments:

- Sympathectomy (scopic or open procedure) for the sympathetic nerve or sympathetic ganglion;
- Liposuction for the removal of axillary sweat glands; and
- Excision of axillary sweat glands.

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### Specialty Pharmacy

Specialty drugs are managed differently than every day prescriptions. UnitedHealthcare broadly defines “specialty drugs” as:

- **Self-administered injectable drugs.** These are drugs that can be administered by the patient or a non-skilled caregiver. Self-administered

injectable drugs are covered under the pharmacy benefit or may be excluded from coverage; a limited number of self-administered injectable drugs may also be covered under the medical benefit.

- **Injectable drugs** (not intended for self-administration). These are drugs that must be administered by a healthcare professional in a physician’s office or other outpatient setting, usually by infusion or intra-muscular injection. This includes plasma or recombinant-derived products, such as factors to treat hemophilia or immune globulins. Chemotherapy agents are a significant component of this category. Injectable drugs are covered under the medical benefit with the deductible and coinsurance applied.
- **Biotech drugs. These are drugs manufactured through genetic engineering.** This includes oral, self-administered, injectable or infusion products given in an ambulatory setting.
- **Orphan drugs.** These are drugs that have been given a seven-year market exclusivity by the Orphan Drug Act.

Based on stipulations of the pharmaceutical manufacturers, certain specialty medications are only available through select specialty pharmacies.

Patient education materials are provided with specialty medications along with information on how to contact the appropriate specialty pharmacy, which differ by type of medication. Pharmacists are available 24 hours a day, seven days a week, to answer any questions and provide information about the medication, such as administration, storage, general drug information and side effect management.

Certain medical conditions require specialty medications, such as anemia, asthma, cancer, cystic fibrosis, growth hormone deficiency, hemophilia, hepatitis C, HIV/AIDS, immune deficiencies, low white blood cells, multiple sclerosis, osteoporosis, psoriasis, pulmonary hypertension, rheumatoid arthritis and RSV prevention to name a few. Note that some drugs may be excluded from coverage under our plan. Please contact UnitedHealthcare (UHC) Customer Service at **800 387 7508** for more information.

When a patient who needs a specialty medication is identified by UnitedHealthcare, UHC’s specialty pharmacy contacts the physician to provide information, make initial transition plans and obtain a prescription(s). UHC’s specialty pharmacy then contacts the patient to answer any questions and

inform him or her of the process. For more information contact UHC Customer Service at **800 387 7508**.

Pharmacy customer service centers are open 24 hours a day, seven days a week, except for Thanksgiving and Christmas days. Specialty pharmacies guarantee round-the-clock access to a pharmacist for any medication or administration-related questions.

## Expenses Not Covered

The following medical expenses are not covered under the plan.

- Health services and supplies that do not meet the definition of a covered health service. (See “Medical Plan Definitions” on page 52.)
- Services and supplies that are not necessary for the diagnosis, care or treatment of the disease or injury involved
- Experimental or investigational services or unproven services, unless the plan has agreed to cover them as defined in “Medical Plan Definitions” on page 52. This exclusion applies even if experimental or investigational services or unproven services, treatments, devices or pharmacological regimens are the only available treatment options for your condition.
- Items and services provided solely to satisfy data collection and analysis needs that are not used in the direct clinical management of the patient
- A service that is clearly inconsistent with widely accepted and established standards of care for a particular diagnosis
- Items and services provided by the research sponsors free of charge for any person enrolled in the trial
- Services or supplies that are experimental, investigational or unproven (However, this exclusion will not apply to services or supplies [other than drugs] received in connection with a disease if UnitedHealthcare determines that the disease is expected to cause death within one year in the absence of effective treatment, and the service or supply is effective or shows promise of being effective for that disease. This exclusion will not apply to drugs that have been designated as an investigational new drug or are being studied at the Phase III level in a national clinical trial by the National Cancer Institute, if UnitedHealthcare determines that the drug is effective or shows promise of being effective for the disease.) If you are not a participant in a qualifying clinical trial and have a sickness or condition that is likely to cause death within one year of the request for the treatment, UnitedHealthcare may at its discretion, consider an otherwise experimental or investigational service to be a covered health service for that sickness or condition. Prior to such consideration, the claims administrator must determine that, although unproven, the service has significant potential as an effective treatment for that sickness or condition.
- Services, treatment, educational testing or training related to learning disabilities or developmental delays except for speech therapy services
- Care furnished mainly to provide a surrounding free from exposure that can worsen the person’s disease or injury
- Treatment of covered healthcare providers who specialize in the mental healthcare field and who receive treatment as part of their training in that field
- Services of a resident physician or intern rendered in that capacity
- Expenses above the eligible expense fee limits set by UnitedHealthcare
- Hospital or other facility expenses for custodial care
- Services and supplies furnished, paid for or for which benefits are provided or required because of a person’s past or present service in the armed forces
- Services and supplies furnished, paid for or for which benefits are provided or required under any law of a government (This does not include a plan established by a government for its own employees or their dependents, or Medicaid.)
- Charges for eye refractions or vision examinations
- Charges for eyeglasses or contact lenses to correct refractive errors
- Eye surgery to eliminate refractive errors (such as radial keratotomy or LASIK)
- Services or supplies for education, special education or job training, whether or not given in a facility that also provides medical or psychiatric treatment

- Charges for plastic surgery, reconstructive surgery, cosmetic surgery, liposuction or other services and supplies which improve, alter or enhance appearance, whether or not for psychological or emotional reasons. This exclusion will not apply if the service or supply is needed:
  - To improve the function of a body part (other than a tooth) that is malformed as a result of a severe birth defect or as a direct result of disease or surgery performed to treat a disease or injury
  - To repair an injury as long as surgery is performed in the calendar year of the accident which causes the injury or in the next calendar year
  - For breast reduction surgery in which UHC determines is requested to treat a physiologic functional impairment or for coverage required by the Women's Health and Cancer Rights Act of 1998
- Charges for therapy, supplies or counseling for sexual dysfunctions or inadequacies that do not have a physiological or organic basis
- Charges for sex change surgery or for treatment of gender identity disorders
- Charges for artificial insemination, in-vitro fertilization or embryo transfer procedures
- Charges for reversal of a sterilization procedure
- Charges for surrogate parenting, fees paid for sperm or ovum donation or fees paid for storage of frozen embryos
- Charges for food of any kind, including enteral feedings and other nutritional and electrolyte formulas, infant formula and donor breast milk. This exclusion will not apply if the food is the only source of nutrition, as determined by a physician, or it is specifically created to treat inborn errors of metabolism, such as phenylketonuria (PKU). Infant formula available over the counter is always excluded.
- Charges for marriage, family, child, career, social adjustment, pastoral or financial counseling without a medical diagnosis
- Charges for acupuncture, acupressure, aromatherapy, hypnotism, massage therapy, rolfing and other forms of alternative treatment as defined by the Office of Alternative Medicine of the National Institutes of Health
- Services provided by a close relative or anyone who resides in the patient's home (Close relatives include the patient's spouse, and any child, sibling or parent of the employee or spouse.)
- Travel and transportation costs associated with an organ transplant, as well as the expenses incurred by an organ donor whether or not the person is covered by the plan, except as described under "Organ Transplant Benefits" on page 45.
- Charges for treatment of an injury or illness due to an act of war (declared or undeclared) or contracted while on duty with any military service for any country
- Charges for treatment of obesity, unless the patient meets specific medical criteria as described under "Obesity Treatment" on page 47.
- Charges for fertility treatment (However, fertility testing may be covered if part of the diagnosis of a medical condition.)
- Charges for insulin syringes, lancets, insulin pen injectors and diabetic test strips (These expenses are covered under the prescription drug plan.)
- Services provided for comfort or convenience such as televisions, telephones, air conditioners, air purifiers, humidifiers, dehumidifiers, beauty or barbershop services or home remodeling to accommodate a health need
- Prescribed or non-prescribed medical supplies. Examples of supplies that are not covered include, but are not limited to:
  - Commode chairs for the shower;
  - Non-standard wheelchairs.
- Dental services. This exclusion will not apply to anesthesia and associated hospital and facility charges that are not covered under the dental plan and are provided when, in the opinion of the treating dentist, any of the following criteria apply:
  - The related procedure involves extracting six or more teeth in various quadrants
  - Use of local anesthesia is considered ineffective because of acute infection, anatomic variation, or allergy
  - The procedure involves multiple extractions or restorations for a child under age four
  - There is a concurrent hazardous medical condition
  - The procedure is intended to address extensive oral-facial and/or dental trauma and would be ineffective or compromised if performed using local anesthesia

The benefits described here are covered only for anesthesia and related hospital and facility charges that are not covered by the dental insurance carrier.

- Prescription drugs and over-the-counter medications or supplies (These expenses may be covered under the prescription drug plan.)
- Routine foot care
- Orthotic appliances and devices, except when both of the following are met:
  - The appliance or device is prescribed by a physician for a medical purpose
  - It is custom manufactured or custom fitted to an individual covered person

Examples of excluded orthotic appliances and devices include but are not limited to cranial bands or any braces that can be obtained without a physician's order (This exclusion does not include diabetic footwear which may be covered for an individual with diabetic foot disease.)

- Health services for organ and tissue transplants except as identified under "Organ Transplant Benefits" on page 45, unless UnitedHealthcare determines the transplant to be appropriate according to UnitedHealthcare's transplant guidelines
- Growth hormone therapy
- Domiciliary care
- Liposuction
- Custodial care
- Respite care
- Rest cures
- Psychosurgery
- Wigs
- Treatment of benign gynecomastia (abnormal breast enlargement in males)
- Medical and surgical treatment of excessive sweating (hyperhidrosis)
- Medical and surgical treatment for snoring, except when provided as part of treatment for documented obstructive sleep apnea
- Appliances for snoring
- Upper and lower jawbone surgery except as required for direct treatment of acute traumatic injury or cancer
- Personal trainer
- Naturalist

- Holistic or homeopathic care
- Physical, psychiatric or psychological exams, testing, vaccinations, immunizations or treatments that are otherwise covered when:
  - Required solely for purposes of career, education, sports or camp, travel employment insurance, marriage or adoption (This exclusion does not include vaccines that are required by Stryker. If these vaccinations are required by your position the vaccinations are covered at 100%.)
  - Related to judicial or administrative proceedings or orders
  - Conducted for purposes of medical research
  - Required to obtain or maintain a license of any type (This exclusion does not include vaccines that are required by Stryker. If these vaccinations are required by your position the vaccinations are covered at 100%.)
- Health services received after the date your coverage under the plan ends, including health services for medical conditions arising before the date your coverage under the plan ends
- In the event that a provider waives copayments, coinsurance and/or the annual deductible for a particular health service (No benefits are provided for the health service for which the copayments, coinsurance and/or annual deductible are waived.)
- Charges in excess of any specified limitation
- Services for the evaluation and treatment of temporomandibular joint syndrome (TMJ), if the services are considered to be dental in nature, including oral appliances
- Non-surgical treatment of obesity, including morbid obesity,
- Charges for loop gastric bypass, gastroplasty (stomach stapling), duodenal switch operation, biliopancreatic bypass, lap-band, or mini gastric bypass.
- Any charges for missed appointments, room or facility reservations, completion of claim forms or record processing
- Any charges higher than the actual charge (The actual charge is defined as the provider's lowest routine charge for the service, supply or equipment.)
- Any charge for services, supplies or equipment advertised by the provider as free
- Any charges by a provider sanctioned under a federal program for reason of fraud, abuse or medical competency

- Any charges prohibited by federal anti-kickback or self-referral statutes
- Outpatient rehabilitation services, spinal treatment or supplies including, but not limited to, spinal manipulations by a chiropractor or other doctor, for the treatment of a condition which ceases to be therapeutic treatment and is instead administered to maintain a level of functioning or to prevent a medical problem from occurring or reoccurring
- Spinal treatment, including chiropractic and osteopathic manipulative treatment, to treat an illness such as asthma or allergies
- Speech therapy except as required for treatment of a speech impediment or speech dysfunction that results from an injury, stroke, congenital anomaly or developmental delay

## How to Obtain Medical Benefits

You have no claims to file when you use in-network providers. If you are enrolled in the Out-of-Area plan or if you are enrolled in either PPO plan and use out-of-network services, you may be required to file a claim.

If you need to file a claim, contact your Benefits Representative or UnitedHealthcare for a claim form. You can also obtain a claim form online at [www.myuhc.com](http://www.myuhc.com). Read the claim form instructions carefully, and fill out each section of the form that applies to you. Be sure to answer all questions and attach all materials specified to ensure complete processing of your claim.

## Health Statements

You will receive a Health Statement as an explanation of benefits (EOB) in the mail each month that UnitedHealthcare processes at least one claim for you or a covered dependent. Health Statements make it easy for you to manage your family's medical costs by providing claims information in easy-to-understand terms.

If you would rather track claims for yourself and your covered dependents online, you may do so at [www.myuhc.com](http://www.myuhc.com). You may also elect to discontinue receipt of paper health statements by making the appropriate selection on this site.

If your claim for benefits is denied, you have the right to appeal the denial. If you wish to file an appeal, follow the instructions outlined in the *Medical and Rx Claims Procedures* section.

## How to Reach UnitedHealthcare

UnitedHealthcare  
Stryker Group #: 703997  
P.O. Box 740800  
Atlanta, GA 30374-0800  
[www.myuhc.com](http://www.myuhc.com)  
800 387 7508

## Medical Plan Definitions

### Annual deductible

The amount you must pay for covered services in a calendar year before the plan begins paying benefits in that calendar year.

### Autism spectrum disorders

A condition marked by enduring problems communicating and interacting with others, along with restricted and repetitive behavior, interests or activities.

### Claims administrator

UnitedHealthcare (also known as United HealthCare Services, Inc.) and its affiliates, who provide certain claim administration services for the plan (e.g., the claims administrator is responsible for making claim payments according to the terms of the plan).

### Clinical Trials

With respect to cancer or other life-threatening diseases or conditions, a qualifying clinical trial is a Phase I, Phase II, Phase III, or Phase IV clinical trial that is conducted in relation to the prevention or treatment of cancer or other life-threatening disease or condition and which meets any of the following criteria in the bulleted list below.

With respect to cardiovascular disease or musculoskeletal disorders of the spine and hip and knees and other diseases or disorders which are not life-threatening, a qualifying clinical trial is a Phase I, Phase II, or Phase III clinical trial that is conducted in relation to the detection or treatment of such non-life-threatening disease or disorder and which meets any of the following criteria in the bulleted list below.

- Federally funded trials. the study or investigation is approved or funded (which may include funding through in-kind contributions) by one or more of the following:
  - National Institute of Health (NIH). (Includes National Cancer Institute (NCI))
  - Centers for Disease Control and Prevention (CDC)

- Agency for Healthcare Research and Quality (AHRQ)
- Centers for Medicare and Medicaid Services (CMS)
- A cooperative group or center of any of the entities described above or the Department of Defense (DOD) or the Veterans Administration (VA)
- A qualified non-governmental research entity identified in the guidelines issued by the National Institutes of Health for center support grants, or
- The Department of Veterans Affairs, the Department of Defense or the Department of Energy as long as the study or investigation has been reviewed and approved through a system of peer review that is determined by the Secretary of Health and Human Services to meet both of the following criteria:
  - Comparable to the system of peer review of studies and investigations used by the National Institute of Health, and
  - Ensures unbiased review of the highest scientific standards by qualified individuals who have no interest in the outcome of the review.
- The study or investigation is conducted under an investigational new drug application reviewed by the U.S. Food and Drug Administration
- The study or investigation is a drug trial that is exempt from having such an investigational new drug application
- The clinical trial must have written protocol that describes a scientifically sound study and have been approved by all relevant institutional review boards (IRBs) before participants are enrolled in the trial. The plan may, at any time, request documentation about the trial, or
- The subject or purpose of the trial must be the evaluation of an item or service that meets the definition of a covered health service and is not otherwise excluded under the plan.

### **Coinsurance**

The percentage of eligible expenses you are required to pay toward the cost of certain covered services.

### **Congenital anomaly**

A physical developmental defect that is present at birth and is identified within the first twelve months after birth.

### **Copayment**

The flat dollar charge you are required to pay for office visits and emergency room services.

### **Cosmetic procedures**

Procedures or services that change or improve appearance without significantly improving physiological function, as determined by UnitedHealthcare. Reshaping a nose with a prominent bump is a good example of a cosmetic procedure because appearance would be improved, but there would be no improvement in physiological function, for example breathing.

### **Covered health service**

Includes services, supplies or pharmaceutical products which Stryker determines to be:

- Provided for the purpose of preventing, diagnosing or treating sickness, injury, mental illness, substance use disorders or their symptoms
- Consistent with nationally recognized scientific evidence as available, and prevailing medical standards and clinical guidelines as described below
- Not provided for the convenience of the covered person, physician, facility or any other person
- Included in UHC's *Plan Highlights* and *Additional Coverage Details*; provided to a covered person who meets the plan's eligibility requirements
- Not identified in "Exclusions for Mental Health/Substance Use Disorders" on page 44

In applying the above definition, "scientific evidence" and "prevailing medical standards" have the following meanings:

- "Scientific evidence" means the results of controlled clinical trials or other studies published in peer-reviewed, medical literature generally recognized by the relevant medical specialty community
- "Prevailing medical standards and clinical guidelines" means nationally recognized professional standards of care including, but not limited to, national consensus statements, nationally recognized clinical guidelines and national specialty society guidelines

The Claims Administrator maintains clinical protocols that describe the scientific evidence, prevailing medical standards and clinical guidelines supporting its determinations regarding specific services. You can access these clinical protocols (as revised from time to time) on [www.myuhc.com](http://www.myuhc.com) or by calling **800 387 7508**. This information is available to physicians and other healthcare professionals on UnitedHealthcareOnline.

### **Custodial care**

Services that:

- Are non-health related, such as assistance in activities of daily living including, but not limited to, feeding, dressing, bathing, transferring and ambulating
- Are health-related services which do not seek to cure, or which are provided during periods when the medical condition of the patient who requires the service is not changing
- Do not require continued administration by trained medical personnel in order to be delivered safely and effectively

### **Designated Facility**

A hospital that has entered into an agreement with UnitedHealthcare to provide covered services for the treatment of specific diseases or conditions. A designated facility may not be located in your geographic area. The fact that a hospital is a network hospital does not mean that it is a designated facility.

### **Durable medical equipment**

Medical equipment that meets all of the following conditions:

- Can withstand repeated use
- Is not disposable
- Is used to serve a medical purpose with respect to treatment of a sickness or injury or their symptoms
- Is generally not useful to a person in the absence of a sickness or injury
- Is appropriate for use in the home
- Is not implantable within the body

### **Eligible expenses**

For covered health services, incurred while the plan is in effect, eligible expenses are determined by UnitedHealthcare as stated below and as detailed in “Eligible Expenses” on page 25.

Eligible expenses are determined solely in accordance with UnitedHealthcare’s reimbursement policy guidelines. UnitedHealthcare develops the reimbursement policy guidelines, in their discretion, following evaluation and validation of all provider billings in accordance with one or more of the following methodologies:

- As indicated in the most recent edition of the Current Procedural Terminology (CPT), a publication of the American Medical Association, and/or the Centers for Medicare and Medicaid Services (CMS).
- As reported by generally recognized professionals or publications.
- As used for Medicare.

As determined by medical staff and outside medical consultants pursuant to other appropriate source or determination that UnitedHealthcare accepts.

### **Emergency**

A serious medical condition or symptom resulting from injury, sickness or mental illness which arises suddenly and, in the judgment of a reasonable person, requires immediate care and treatment, generally within 24 hours of onset, to avoid jeopardy to life or health.

### **Experimental or investigational services**

Medical, surgical, diagnostic, psychiatric, mental health, substance-related and addictive disorders or other health care services, technologies, supplies, treatments, procedures, drug therapies, medications or devices that, at the time UnitedHealthcare makes a determination regarding coverage in a particular case, are determined to be any of the following:

- Not approved by the U.S. Food and Drug Administration (FDA) to be lawfully marketed for the proposed use and not identified in the American Hospital Formulary Service or the United States Pharmacopoeia Dispensing Information as appropriate for the proposed use.
- Subject to review and approval by any institutional review board for the proposed use (Devices which are FDA approved under the Humanitarian Use Device exemption are not considered to be experimental or investigational.)
- The subject of an ongoing clinical trial that meets the definition of a Phase I, II or III Clinical Trial set forth in the FDA regulations, regardless of whether the trial is actually subject to FDA oversight.

Exceptions:

- Clinical trials for which benefits are available as described under the definition of “Clinical Trials” above.



- If you are not a participant in a qualifying clinical trial as described above, and have a sickness or condition that is likely to cause death within one year of the request for treatment, UnitedHealthcare may, at its discretion, consider an otherwise experimental or investigational service to be a covered health service for that sickness or condition. Prior to such consideration, UnitedHealthcare must determine that, although unproven, the service has significant potential as an effective treatment for that sickness or condition.

### **UHC Health Advantage**

Programs provided by the claims administrator that focus on prevention, education, and closing the gaps in care designed to encourage an efficient system of care for you and your covered dependents.

### **Home health agency**

A program or organization authorized by law to provide healthcare services in the home.

### **Hospital**

An institution, operated as required by law, which meets both of the following conditions:

- Is primarily engaged in providing health services, on an inpatient basis, for the acute care and treatment of injured or sick individuals (Care is provided through medical, diagnostic and surgical facilities, by or under the supervision of a staff of physicians.)
- Has 24-hour nursing services

### **Inpatient stay**

An uninterrupted confinement, following formal admission to a hospital, skilled nursing facility or inpatient rehabilitation facility.

### **Intensive Outpatient Treatment**

A structured outpatient mental health or substance-related and addictive disorders treatment program that may be free-standing or hospital-based and provides services for at least three hours per day, two or more days per week.

### **Maximum Non-Network Reimbursement (MNRP)**

This program establishes a benchmark for payment, including use of rates and methodologies established by Medicare to reimburse non-emergency claims. Stryker's Health and Welfare Plan pays based on 140% of these Medicare established fee limits.

### **Medicare**

Parts A, B, C and D of the insurance program established by Title XVIII of the United States Social Security Act, and as later amended.

### **Mental health services**

Covered health services for the diagnosis and treatment of mental illness. The fact that a condition is listed in the current *Diagnostic and Statistical Manual of the American Psychiatric Association* does not mean that treatment for the condition is a covered health service.

### **Mental illness**

Those mental health or psychiatric diagnostic categories that are listed in the current *Diagnostic and Statistical Manual of the American Psychiatric Association*, unless those services are specifically excluded under the plan.

### **Neonatal Resource Services (NRS)**

A program administered by UnitedHealthcare or its affiliates made available to you by Stryker. The NRS program provides guided access to a network of credentialed NICU providers and specialized nurse consulting services to help manage NICU admissions.

### **Network (also called in-network)**

When used to describe a provider of healthcare services, this means a provider that has a participation agreement in effect with UnitedHealthcare or an affiliate to provide covered health services to covered persons. The participation status of providers will change from time to time.

### **Network benefits**

Benefits for covered health services that are provided by a network physician or other network provider.

### **Out-of-network benefits (also called non-network benefits)**

Benefits for covered health services that are provided by a non-network physician or other non-network provider.

### **Personal Health Nurse**

The primary nurse that the claims administrator may assign to you if you have a chronic or complex health condition. If a Personal Health Nurse is assigned to you, this nurse will call you to assess your progress and provide you with information and education.

### Physician

Any doctor of Medicine, "M.D.," or Doctor of Osteopathy, "D.O.," who is properly licensed and qualified by law. Any podiatrist, dentist, psychologist, chiropractor, optometrist or other provider who acts within the scope of his or her license is considered on the same basis as a physician. The fact that a provider is described as a physician does not mean that benefits for services provided by that provider are available under the plan.

### Plan

The Stryker Corporation Welfare Benefits Plan.

### Pregnancy

Includes all of the following:

- Prenatal care
- Postnatal care
- Childbirth
- Any complications associated with pregnancy

### Qualified medical child support order (QMCSO)

Any judgment, order or decree issued by a court or state administrative agency that:

- Provides for child support with respect to a plan participant's child or directs the participant to provide coverage under a health benefits plan due to a state domestic relations law, or
- Enforces a law relating to medical child support described in the Social Security Act, Section 1908, with respect to a group health plan and which satisfies the requirements to be a QMCSO set out in Section 609 of ERISA.

### Sickness

Physical illness, disease or pregnancy. The term sickness as used in this SPD includes mental illness, or substance-related and addictive disorders, regardless of the cause or origin of the mental illness, or substance-related and addictive disorder.

### Skilled nursing facility

A hospital or nursing facility that is licensed and operated as required by law.

### Substance use disorder services

Covered health services for the diagnosis and treatment of alcoholism and substance-related and addictive disorders that are listed in the current Diagnostic and Statistical Manual of the American Psychiatric Association, unless those services are specifically excluded. The fact that a disorder is listed in the Diagnostic and Statistical Manual of the American Psychiatric Association does not mean that treatment of the disorder is a covered health service.

### UnitedHealth Premium Program

A program that identifies network physicians or facilities that have been designated as a UnitedHealth Premium Program Physician or facility for certain medical conditions. To be designated as a UnitedHealth Premium provider, physicians and facilities must meet program criteria. The fact that a physician or facility is a network physician or facility does not mean that it is a UnitedHealth Premium Program physician or facility.

### Unproven services

Health services, including medications that are determined not to be effective for treatment of the medical condition and/or not to have a beneficial effect on health outcomes due to insufficient and inadequate clinical evidence from well-conducted randomized controlled trials or cohort studies in the prevailing published peer-reviewed medical literature.

- Well-conducted randomized controlled trials are two or more treatments compared to each other, with the patient not being allowed to choose which treatment is received).
- Well-conducted cohort studies from more than one institution are studies in which patients who receive study treatment are compared to a group of patients who receive standard therapy. The comparison group must be nearly identical to the study treatment group.

UnitedHealthcare has a process by which it compiles and reviews clinical evidence with respect to certain health services. From time to time, UnitedHealthcare issues medical and drug policies that describe the clinical evidence available with respect to specific health care services. These medical and drug policies are subject to change without prior notice. You can view these policies at [www.myuhc.com](http://www.myuhc.com).

Please note:

- If you have a life-threatening sickness or condition (one that is likely to cause death within one year of the request for treatment), UnitedHealthcare may, at its discretion, consider an otherwise unproven service to be a covered health service for that sickness or condition. Prior to such a consideration, UnitedHealthcare must first establish that there is sufficient evidence to conclude that, albeit unproven, the service has significant potential as an effective treatment for that sickness or condition.

The decision about whether such a service can be deemed a covered health service is solely at UnitedHealthcare's discretion. Other apparently similar promising but unproven services may not qualify.

**Urgent care center**

A facility, other than a hospital, that provides covered health services that are required as a result of an unforeseen sickness, injury or the onset of acute or severe symptoms in order to prevent serious deterioration of your health.