AULTRA
ADMINISTRATIVE GROUP

Dear Aultra Member,

Aultra is thankful for this opportunity to support your health and well-being. With more than 40 years of experience, we understand the importance of providing our members with innovative plan designs, a high-quality network, interactive programs and services and superior customer service.

Aultra: Third-Party Administrator
Aultra is your healthcare administrator, managing services such as enrollment, claims processing and customer service.

Cigna PPO Network: Leased Network
As an Aultra member, you have access to the Cigna PPO Network®. Through the Cigna PPO Network, you have access to broad, nationwide coverage including more than 1 million healthcare professionals and 6,300 in-network hospitals.

Please note: Your provider must:

1. Call Aultra to verify your eligibility and benefits and to start the prior authorization process.
2. Bill your claim to Cigna at the address listed on the back of your member ID card.

How to Find a Cigna PPO Network Provider

- Go to AultraGroup.com, Find a Provider tab.
- Select the Cigna PPO Network ®.
- Enter an address, city or ZIP code to find a doctor or health facility near that location.
- Search by type of provider: Doctor by Type; Doctor by Name; Health Facilities and Group Practices.

Other Insurance Inquiries
As part of your administrative services, Aultra will handle all other needs you may have.

- Aultra will issue your member ID card.
- Your explanations of benefits (EOBs) are found in your Aultra online member account under the My Claims option. Your EOBs are available under your individual claims.
- Aultra will handle questions regarding your benefits, claims or other items related to your healthcare plan.
    - To speak with a representative, please contact Aultra Customer Service at 330-363-2050 or 855-270-8497 (TTY: 711) Monday – Friday between 7:30 a.m. – 5 p.m. Eastern time.

Your enrollment packet features important documents to learn more about Aultra and the resources available through Cigna.

Our members are our primary focus, and we look forward to showing you that you matter!

Sincerely,
Aultra Administrative Group

8490/26

- P.O. Box 6910 | Canton, OH 44706
- PHONE: 330-363-2050 | TOLL FREE: 1-855-270-8497 | TTY: 711
- FAX: 330-363-7717
- WEBSITE: www.aultragroup.com

AULTRA MEMBERS AND CIGNA PPO NETWORK

Aultra members have access to care using the Cigna PPO Network.* The following contains useful information on how to verify benefits and eligibility, obtain authorization and submit claims to Cigna.

VERIFICATION OF BENEFITS AND ELIGIBILITY

Contact Aultra Customer Service at 330-363-2050 or 1-855-270-8497 to verify benefits and eligibility. Please do not contact Cigna to verify this information.

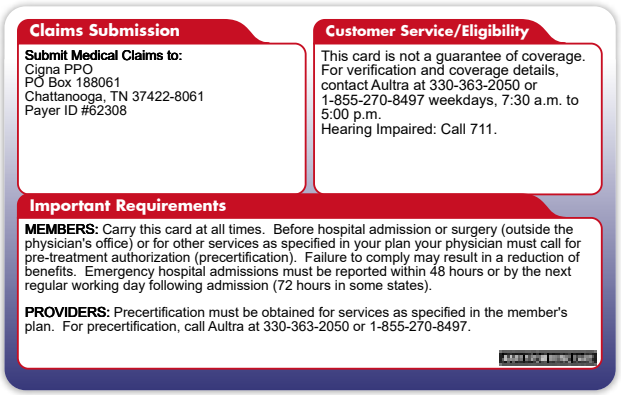
PRIOR AUTHORIZATION GUIDELINES

Providers must contact Aultra Customer Service first to obtain eligibility, benefit and prior authorization information.

If a prior authorization is required, the Aultra representative will connect the provider to the Cigna prior authorization department. Do not use the Cigna online prior authorization tool.

MEDICAL CLAIM SUBMISSION

Providers must submit all medical claims to the Cigna PPO Network using the address information on the back of the member ID card.



QUESTIONS? CONTACT US

Please contact Aultra Customer Service at 330-363-2050 or 1-855-270-8497 (TTY:711). The hours of operation are Monday – Friday from 7:30 a.m. - 5 p.m. Eastern time. Visit our website at AultraGroup.com.

*The Cigna PPO Network refers to the healthcare providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. Cigna is an independent company and not affiliated with AultCare. Access to the Cigna PPO Network is available through Cigna's contractual relationship with AultCare. All Cigna products are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo and other Cigna marks are owned by Cigna Intellectual Property, Inc.

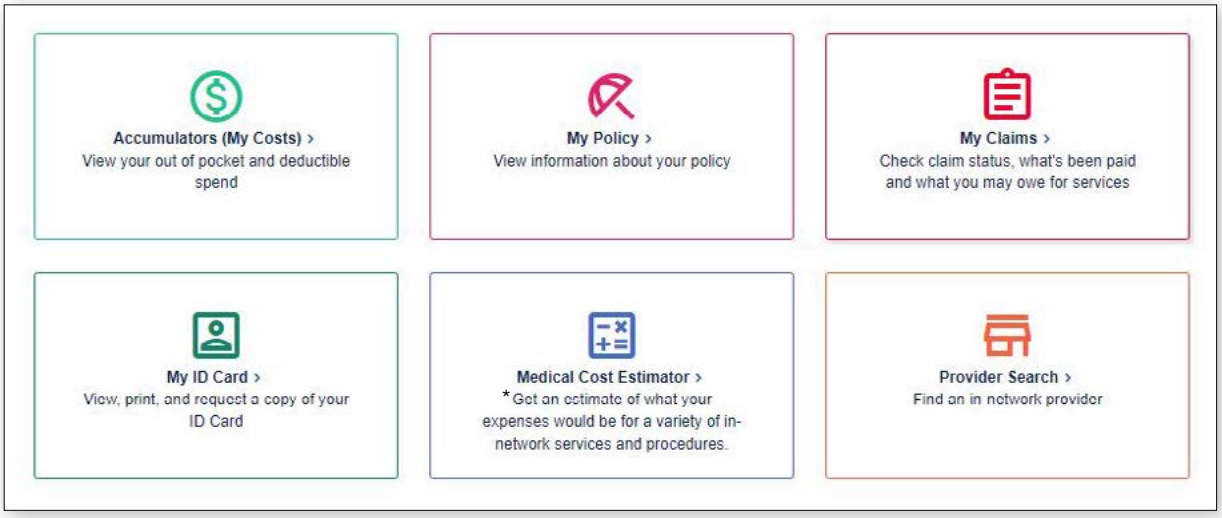
AULTRA

YOUR ONLINE ACCOUNT

Aultra's online portal features easy-to-access resources,
which provide the necessary tools to take an active role in your healthcare.

Follow these steps to create your account:

1. Visit **aultragroup.com** or scan the QR code to access the portal from your mobile device.
2. Select **Account Login** on the homepage.
3. Select **Member** from the drop-down menu. Select **Don't have an account? Register.**
4. Complete the member registration information, select **Next**, then accept the Terms & Conditions and select **Next**.
5. Please confirm that the information you entered is correct. If so, select **Next**.
6. Finalize your submission by clicking **Submit**.
7. Sign in to the portal using your username and password, then select **Log in**.



Features available on your online account:

My Costs – Accumulator information for easy-to-read calculations of deductibles and out-of-pocket costs.
*Members with a network other than AultCare should refer to the medical cost estimator tool on the network website.

My Policy – Information regarding your policy and plan benefits.

My Claims – Information regarding claims, including claim status, payments and owed payments. Use this feature to also find Explanation of Benefit information for each claim.

My ID Card – View, print, download or request a replacement of your member ID card.

Provider Search – Use our online directory to find an in-network provider.

Live Chat Online – Use the online chat service to conveniently receive efficient and knowledgeable customer service administered by our trained representatives, Monday through Friday from 8:30 a.m. to 5 p.m. ET.

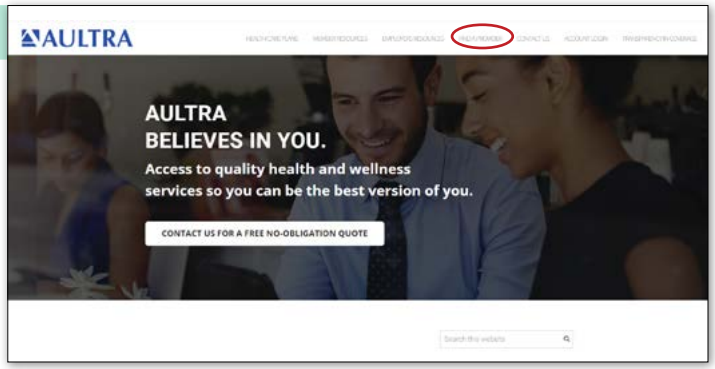
My Resources – Access additional resources here, including Pharmacy Benefit Manager, HealthEquity and Explanation of Benefits FAQ (if applicable).

HOW TO FIND A PROVIDER

If you are in need of a new family physician or a trained specialist, Aultra makes it easy to find a healthcare professional in the Aultra network. Follow these steps to use our online provider directory.

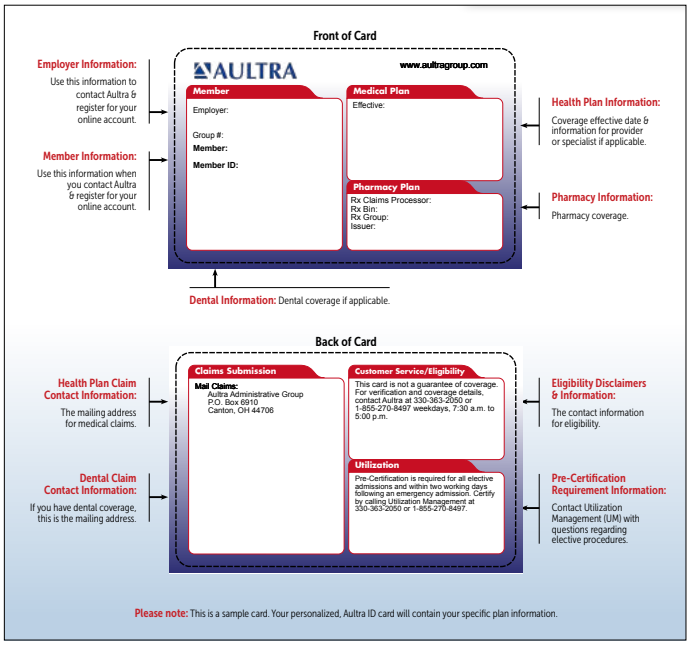
STEP 1

» Select the **Find a Provider** button on the homepage.



STEP 2

» Use your member ID card to help select your network.

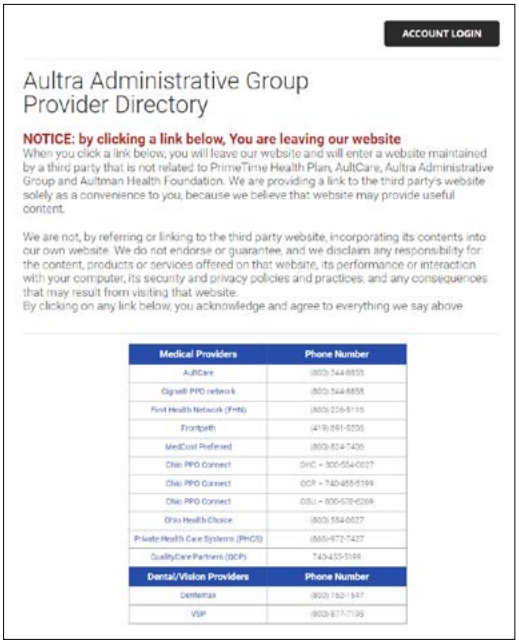


STEP 3

» Select the link to the network that matches your ID card.

» Follow the “find a provider” or “find a doctor” instructions on the network’s website.

» Contact Aultra Customer Service for further assistance.



UNDERSTANDING YOUR EXPLANATION OF BENEFITS (EOB)

WHAT IS AN EOB?

An EOB is a statement from your health insurance plan detailing the costs toward a medical procedure or service you received. An EOB is not a bill.

The purpose of an EOB is to clearly state the cost of care received, costs covered by the insurance plan and member cost share.

HOW DO I RECEIVE MY EOBs?

Members are automatically enrolled to receive their EOBs via their secured, online member account.

To access your EOBs:

- Visit **aultragroup.com** and log in to your account.
- Select **My Claims**.
- Use the filters to find a specific claim or scroll to the bottom of the page to view your claims. Select a claim number to review the EOB.

If you would like to receive paper EOBs via mail, please contact Aultra Customer Service.

ITEMS OF INTEREST

When reviewing your EOB, these areas are clearly denoted.

On the following page is an example of an EOB.

- Claim payment details
  - Provider name
  - Claim number
- Date of service and name of procedure/service
- Cost of procedure/service
- Any applicable discounts and provider adjustments
- Payment amount paid by Aultra based on your plan's deductible, copayment and insurance
- Amount the member is responsible to pay

AULTRA ADMINISTRATIVE GROUP
P.O. Box 6910
Canton, OH 44706-0910

Electronic Service Requested

Member address information

Explanation of Benefits
Enrollee Copy

If you have questions regarding this correspondence, please call 330-363-2050 or 855-270-8497. M - F 7:30 AM to 5:00 PM EST, or visit our website at www.aultragroup.com

This is not a bill

Group information

Group #:
Group:
Date:
Member ID:

Claim payment detail

Amount based on adjustments and coinsurance/copay/deductible

Provider Name: **Patient Name:** **Employee:**
Claim#: **Patient #:**

Dates of Service -- CPT/Mod Procedure	Billed Amount	Ineligible Amount	Inel Code	Contractual Adjustment	Adj Code	Coin-Copay/ Deductible	Payment Amount
DATE OF SERVICE -- CPT/MOD PROCEDURE	165.00	0.00		37.88	O3	25.00	102.12
TOTALS	165.00					25.00	102.12

Date of service and name of procedure/service

Cost of procedure/service

Amount Aultra will pay — **Total Net Payment:** **102.12**

Member responsibility amount — **Patient Responsibility** **25.00**

Payment To:	Check No	Amount
		102.12

Reason Code Description

O3 FEE ADJUSTMENT/PROVIDER DISCOUNT, PATIENT NOT REQUIRED TO PAY.

Additional Messages

*If this plan is the secondary payer, the patient responsibility field may not reflect accurately. Please confirm the amount due with your provider of service.

**For current accumulator information, please view your account on our website.

*** The affiliation fee is a contracted amount between the provider and the leased network. The patient is not responsible for this amount.

If you, or someone you are helping, have questions about AultCare/Aultra you have the right to get help and information in your language at no cost. To speak with an interpreter, call Local: 330-363-6360 Outside Stark County: 1-800-344-8858 TTY Local: 711 Outside Stark County: 711

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca AultCare/Aultra tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al Local: 330-363-6360 Fuera del condado de Stark: 1-800-344-8858 TTY Local: 711 Fuera del condado de Stark: 711

如果您，或是您正在協助的對象，有關於AultCare/Aultra保險公司 方面的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話 本地：330-363-6360 斯塔克縣外：1-800-344-8858 TTY線本地：711 斯塔克縣外：711

AultCare/Aultra complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

AULTRA

BE PREPARED

Get the right care, whether that's finding the right doctor, specialist, therapist or something else altogether. Use the Find a Provider button at AultraGroup.com or contact Aultra at 330-363-2050 (Toll-Free: 1-855-270-8497, TTY: 711).

Find care near you whenever you need it. You get in-network coverage at hospitals, ambulatory care facilities and providers. With location options in more places, Aultra gives you more.

	Who usually provides care	Average wait time and cost	When to go
Emergency Room 	Doctors trained in emergency medicine	**4 hours or more $2,300**	• Life-threatening or disabling symptoms • Chest pain or severe shortness of breath • Major injury or broken bones • Sudden or unexplained loss of consciousness
Retail Health Clinic 	Physician assistants or nurse practitioners	**30 minutes $78**	• Allergic reactions (minor) • Bumps, cuts, scrapes, rashes • Burning with urination • Burns (minor) • Cold, cough and sore throat • Sinus pain and fever (minor) • Eye or ear pain or irritation • Shots
Walk-in Doctor's Office 	Family practice doctors	**30 minutes $147**	**Same as retail health clinic plus ...** • Asthma (mild) • Back pain • Nausea or diarrhea • Headache (minor)
Urgent Care Center 	Doctors who treat conditions that should be looked at right away	**30 minutes $98**	**Same as walk-in doctor's office plus ...** • Animal bites • Sprains and strains • Stitches • X-rays
AultmanNow 	Board-certified providers	**10 minutes $80**	• Cold & flu symptoms • Allergies • Sinus problems • Respiratory infection • Skin problems • And more!

Do you have health-related questions or concerns? Please call 330-363-7621 or 1-877-336-9113. An operator will take your information and an experienced registered nurse will return your call.

Money-saving tip

Visit hospitals and doctors that are in your network. If you don't, you'll often pay much more out-of-pocket for your care.

Cigna Payer Solutions

QUALITY, CONVENIENT CARE

And make it quick.

Convenience Care Clinic

Sinus infection. Rash. Earache. Minor burn. These are all reasons you'd want to see your doctor. But what if your doctor isn't available to see you? When you need face-to-face routine medical care, but can't wait for an appointment, consider using a convenience care clinic (not to be confused with Urgent Care Centers). You can get quick, convenient access to quality medical care at a lower cost than urgent care. A convenience care nurse practitioner or a physician's assistant can treat you for a range of minor illnesses and provide routine vaccinations. You can find convenience care clinics in grocery stores, pharmacies and other retail stores.

A convenient care clinic can be used for:

Conditions

- Acne
- Allergies
- Athlete's foot
- Bladder infection (UTI)
- Bronchitis
- Chickenpox
- Chlamydia
- Cold sores
- Deer tick bite
- Ear infection
- Flu symptoms
- Impetigo
- Laryngitis
- Minor burns, rashes or skin infections
- Minor sunburn
- Mononucleosis (mono)
- Pink eye and styes
- Poison ivy
- Pregnancy test
- Ringworm
- Sinus infection
- Strep throat
- Swimmer's ear
- Swimmer's itch
- Wart removal

Injections and immunizations

- DTap (Diphtheria, Tetanus, Pertussis)
- Hepatitis A and B
- Influenza (flu shot)
- Meningitis
- MMR (Measles, Mumps, Rubella)
- Pneumonia
- Polio
- Td (Tetanus, Diphtheria)

To find a convenience care clinic near you, go to myCigna.com or call your TPA at the number on your ID card.

Together, all the way.®

Cigna®

Offered by: Cigna Health and Life Insurance Company.

951866 01/21

Conveniently located near you

MinuteClinic

Look for a MinuteClinic in CVS/pharmacy®, Cub Foods® and QC in these states:

- Arizona
- California
- Connecticut
- District of Columbia
- Florida
- Georgia
- Hawaii
- Illinois
- Indiana
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Missouri
- Nebraska
- Nevada
- New Hampshire
- New Jersey
- New Mexico
- New York
- North Carolina
- Ohio
- Oklahoma
- Pennsylvania
- Rhode Island
- South Carolina
- Tennessee
- Texas
- Virginia
- Wisconsin

The Little Clinic

Found in Kroger™ and Publix™ stores in these states:

- Arizona
- Colorado
- Georgia
- Indiana
- Kentucky
- Mississippi
- Ohio
- Tennessee
- Texas
- Virginia

RediClinic, Texas

If you live in Texas, find a RediClinic in H-E-B® stores in the following cities:

- Austin
- Conroe
- Cypress
- Friendswood
- Houston
- Humble
- Katy
- Kyle
- League City
- Leander
- Missouri City
- Pasadena
- Pearland
- Pflugerville
- Round Rock
- San Antonio
- Spring Branch
- Sugar Land
- Tomball
- The Woodlands

Healthcare Clinic

These walk-in heath care clinics are available in Walgreens® drugstores in these states:

- Arizona
- Colorado
- Delaware
- Florida
- Indiana
- Kansas
- Kentucky
- Mississippi
- Missouri
- Nevada
- New Jersey
- Ohio
- Pennsylvania
- Tennessee
- Texas

Target Clinics

These clinics are in Target stores in the following states:

- Florida
- Illinois
- Maryland
- Minnesota
- North Carolina
- Texas
- Virginia

AULTMAN TELEHEALTH now

A fast, easy and cost-effective way to see a U.S. board-certified provider with AultmanNow.

Urgent Care*

Meet through video visits or telephonically with a provider 24/7/365 for general health treatment for cold and flu, fever, rashes, abdominal pain, sinusitis, pink eye, migraine, UTI and more. Consultation, diagnosis and prescriptions (when appropriate).

Behavioral Health*

Therapists available to provide counseling for depression, anxiety, stress, relationships, insomnia and more.

Dermatology*

Upload a photo of skin concerns and dermatologists are available for consultation, diagnosis and prescriptions (when appropriate).

***Actual plan cost and member cost share will be displayed at checkout.**

Online Physical Therapy

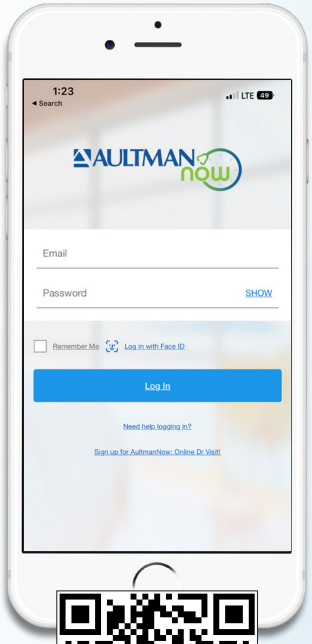
With this free, easy to use digital therapy solution, you may exercise in the comfort of your own home. A physician referral is NOT required. You will work with a dedicated Doctor of Physical Therapy (PT) to develop a treatment plan just for you.

sword thrive

Get musculoskeletal pain relief with Sword Thrive, a free physical therapy program. You will work with a dedicated Doctor of Physical Therapy (PT) to develop a treatment plan just for you.

sword bloom

Bloom is your no-cost digital pelvic health benefit. You will work with a Pelvic Health Specialist to create a personalized easy-to-use, at home pelvic therapy solution.



Scan the QR code to download the AultmanNow mobile app or visit aultmannow.com.

AULTCARE AULTRA

You have the right to assistance and information in your language at no cost. To speak with an interpreter, call 330-363-6360 (TTY 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 330- 363-6360 (TTY: 711). 注意： 如果您使用繁體中， 您可以免費獲得語言援助服務。請致電330-363-6360 (TTY： 711） 。AultCare/Aultra complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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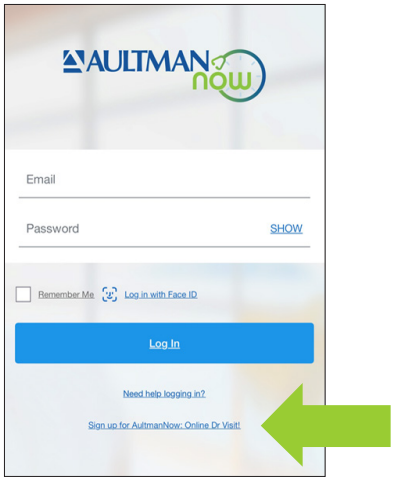
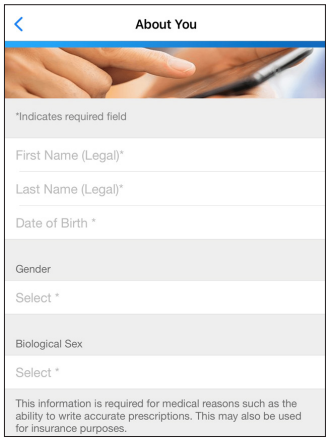
How to Register for an AultmanNow Account

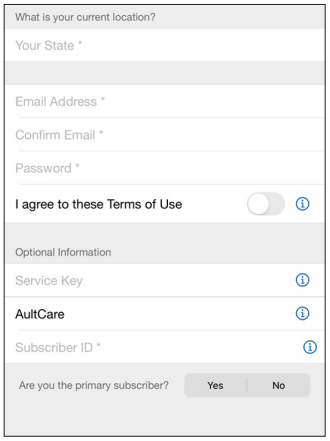
To get started using AultmanNow as our telehealth provider, download the mobile app. Then, follow the instructions below to register for an account.



1. Once you have downloaded it, open the mobile app and select **Sign up for AultmanNow: Online Dr Visit!**

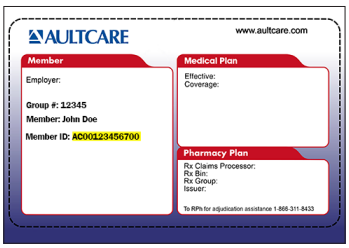


2. Input your legal first name, last name, date of birth, gender and biological sex.

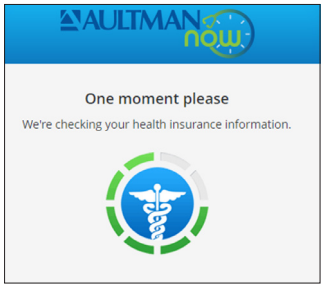


3. Select your current location (state).
4. Input and confirm your email address.
5. Enter your password and agree to the Terms of Use.
6. To accurately show your costs, include the following information:
   - Service key (Not applicable)
   - Select the name of your insurance plan from the drop-down box
   - Enter the Member ID on your insurance card
7. Select **Continue.**

Subscriber ID is the member ID number on the member ID card. The primary subscriber is the person whose name is listed on the member ID card.



Sample member ID card



8. If you submit your health insurance information, AultmanNow will automatically confirm your health insurance information.

Insurance may cover all of part of your visit. Incorrect insurance information may result in you being charged the full cost of the visit.

9. Once complete, you will be able to access the AultmanNow services.

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AULTRA

PROGRAMS AND SERVICES

Through our partnerships, coordination, products, network and customer service, Aultra offers members a wide variety of programs and services. These programs and services provide a diverse spectrum of value to members towards their health and wellness.

Care Coordination

Aultra's Care Coordination program encompasses all of the clinical areas of Aultra including:

- Utilization Management
- Primary Care Connection
- Case Management
- Disease Management
- Pharmacy
- Wellness

As an Aultra member, you may receive the following services:

- Assistance with chronic illnesses
- Help with transitioning care
- Access to healthcare professionals
- Educational mailings
- Tele-monitoring programs for heart failure and diabetes
- Assistance with navigating the healthcare system

24-Hour Nurse Hotline

When it comes to your health, Aultra members can talk with an experienced, registered nurse and get advice or answers to their health-related questions day or night.

Please call 330-363-7620 or 1-866-422-9603 for additional assistance.

Online Health Library

If you are preparing for surgery, living with a chronic condition or want to take a more active role in your health, our online health library can empower you to take care of your health. The online health library can help you prepare for surgery and manage your health conditions.

The online health library delivers reliable information, created in collaboration with only board-certified physicians, making it easy to understand.

To view the online health library, visit **www.aultragroup.com/health--care-coordination.**

Online Resources

Throughout Aultra website, you are able to manage your account information including: reviewing your claims and Summary of Benefits, ordering ID cards and accessing a wide variety of forms. Aultra's website is also a great resource for many other health-related topics.

Health & Wellness

- Provider directory
- Health programs and services
- Health information and tips

Prescription Information

- Prescription history
- Money saving drug alternatives
- Detailed drug information
- National pharmacy search

Online Resources

- Account statements
- Benefits
- Claims

AultCare Blue Button

- Organize and store medical information
- Download text file
- Share data with members of your care team

Quick Forms

- Member card replacement
- Medical information
- Dental claim form
- Vision claim form
- Other coverage information

AultmanNow

Aultra partners with AultmanNow, a convenient telehealth service for medical consultation, diagnosis and prescriptions (when appropriate) and digital therapy services. Members enrolled in AultmanNow have convenient access to affordable medical care via phone, online video consultation and digital devices.

AultmanNow Offers:

- Urgent/immediate care, available 24/7/365
- Behavioral health services via scheduled visits
- Dermatology services via scheduled visits
- Online physical therapy services using at-home devices

AULTMAN TELEHEALTH now

You have the right to assistance and information in your language at no cost. To speak with an interpreter, call 330-363-6360 (TTY 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 330-363-6360 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電330-363-6360 （TTY：711）。AultCare/Aultra complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

CONTACT US

330-363-2050 | 1-855-270-8497 | TTY 711

www.aultragroup.com

GETTING THE MOST FROM YOUR HEALTHCARE PLAN

AultCare/Aultra is dedicated to providing you and your family with convenient access to healthcare. In order to provide access to quality care, it is important to keep AultCare/Aultra updated with any major life events. In addition, AultCare/Aultra may reach out to you if more information is required regarding you and your family to accurately manage your health plan.

MAJOR LIFE EVENTS

If any of the below life events occur, it is your responsibility to notify your Benefits Coordinator at your Employer within 30 days of the event to qualify for a Special Enrollment Period. During a Special Enrollment Period, you may alter an existing health insurance policy or sign up for a new one outside of the yearly Open Enrollment Period.

» **Loss of Health Coverage**

- Involuntarily losing existing health coverage, including job-based, individual, and student plans
- Losing Eligibility for Medicare, Medicaid, or CHIP
- Turning 26 and losing coverage through a parent's plan

» **Changes in Household**

- Getting married or divorced
- Having a baby, adopting a child, or being awarded guardianship of a minor
- Death in the family

ADDITIONAL INFORMATION

If AultCare/Aultra requires additional information, you will receive a form in the mail, or will be notified with an explanation of benefits. It is important to complete the form and send the information to AultCare/Aultra as soon as possible to avoid a delay in claims payment or claims denial.
Examples:

» **Other Coverage Information** – It is your responsibility to notify AultCare/Aultra if your spouse and/or child(ren) have other insurance coverage. AultCare/Aultra may ask you to complete an Other Coverage Information Form to verify the other coverage or if additional information is needed.

» **Divorce/Not Married** – AultCare/Aultra may request a copy of your divorce decree or court order if you are divorced or a single parent covering children on your plan. The required court document provides information on which parents must carry the healthcare plan for dependent children. If you do not have a court document, you will be asked annually to complete an Affidavit for Financial Support.

» **Injury** – AultCare/Aultra will need to know if an injury is related to an accident that may be connected to a Workers' Compensation claim, an automobile accident, or if another party is responsible for the injury. You will be asked to complete important information on an Accident Questionnaire and return it to AultCare/Aultra.

CONTACT US:

AultCare | 330-363-6360 | 1-800-344-8858 (TTY: 711) | www.aultcare.com
Aultra | 330-363-2050 | 1-855-270-8497 | www.aultragroup.com

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PREVENTIVE CARE BENEFITS AND SERVICES

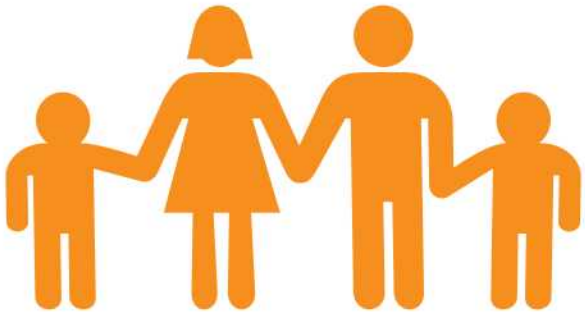
Preventive care is one of the most important steps you can take to manage your health. Routine preventive care can identify and address risk factors before they lead to illness. When you prevent illness, it helps reduce your healthcare costs. You should work with your doctors to help you follow these guidelines and address your specific health concerns.

CHILD PREVENTIVE CARE (BIRTH TO AGE 21)

- Preventive physical exams
- Behavioral counseling to prevent skin cancer
- Behavioral counseling to promote a healthy diet
- Blood pressure screening
- Cholesterol and lipid level screening
- Dental cavities prevention including application of fluoride varnish on all primary teeth (up to age 17)
- Depression and anxiety screening
- Developmental and psycho-social behavioral assessments
- Hearing screening for newborns
- Lead exposure screening
- Newborn gonorrhea prophylaxis
- Newborn screenings, including sickle cell anemia
- Screening and behavioral counseling related to tobacco and drug use
- Screening and counseling for obesity
- Screening and counseling for sexually transmitted infections
- Screenings for heritable diseases in newborns
- Tuberculosis screening
- Vision screening
- Hepatitis B screening if at high risk for infections

CHILD IMMUNIZATIONS

- Coronavirus disease 2019 (COVID-19)
- Diphtheria, tetanus, pertussis
- Haemophilus influenza type B
- Hepatitis A & B
- Human papilloma virus
- Influenza (flu shot)
- Measles, mumps, rubella
- Meningococcal
- Pneumococcal (pneumonia)
- Polio
- Respiratory syncytial virus (RSV)
- Rotavirus
- Varicella (chicken pox)



ADULT PREVENTIVE CARE (AGE 21 AND OLDER)

- Preventive physical exam
- Abdominal aortic aneurysm screening
- Blood pressure screening
- Cholesterol and lipid level screening
- Colorectal cancer screening including fecal occult blood test, flexible sigmoidoscopy or colonoscopy
- Depression and anxiety screening
- Diabetes screening
- Hepatitis B screening if at high risk for infections
- Hepatitis C screening if at high risk (or one-time screening for adults born 1945 to 1965)
- HIV screening
- Screening and counseling for sexually transmitted infections
- Screening for lung cancer
- Tuberculosis screening

COUNSELING AND EDUCATION INTERVENTIONS

- Behavioral counseling to prevent skin cancer
- Behavioral counseling to promote a healthy diet
- Counseling related to aspirin use for the prevention of cardiovascular disease
- Prevention of falls in older adults
- Screening and behavioral counseling related to unhealthy alcohol and drug use
- Screening and behavioral counseling related to tobacco abuse
- Screening and nutritional counseling for obesity

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PREVENTIVE CARE BENEFITS AND SERVICES

ADULT IMMUNIZATIONS

- Coronavirus disease 2019 (COVID-19)
- Hepatitis A & B
- Herpes zoster (shingles)
- Human papilloma virus
- Influenza (flu shot)
- Measles, mumps, rubella
- Meningococcal
- Pneumococcal (pneumonia)
- Polio
- Respiratory syncytial virus (RSV)
- Tetanus, diphtheria, pertussis

PRESCRIPTION DRUGS

- Aspirin
- Colonoscopy preparations
- Fluoride
- Folic acid
- Medication to reduce the risk of primary breast cancer in women
- Smoking cessation aids
- Ferrous sulfate drops
- Statin therapy
- Contraceptives
- PrEP

WOMEN'S SERVICES

- Breast and ovarian cancer susceptibility screening, counseling and testing (including BRCA* testing)
- Comprehensive breast cancer screening
- Breastfeeding counseling and rental of breast pumps and supplies up to the purchase price
- Bone density test to screen for osteoporosis
- Cervical cancer screening (Pap test)
- Chlamydia screening
- Discussion of chemoprevention with women at high risk for breast cancer
- FDA-approved contraception methods and counseling for women, including sterilization
- HPV DNA testing
- Lactation classes
- Pregnancy screenings (including hepatitis, asymptomatic bacteriuria, Rh incompatibility, syphilis, gonorrhea, chlamydia, iron deficiency anemia, alcohol misuse, tobacco use, HIV, gestational diabetes)
- Prenatal care and behavioral health counseling for healthy weight and weight gain
- Screening and counseling for interpersonal and domestic violence
- Well women visits
- Perinatal depression counseling and intervention

The screenings and immunizations listed in this summary include services required by healthcare reform (the Patient Protection and Affordable Care Act). For plan years beginning on or after September 23, 2010, non-grandfathered health plans must cover these routine immunizations and other services that are recommended by the United States Preventive Services Task Force A or B, and by other organizations such as Bright Futures, endorsed by the American Academy of Pediatrics. Please note: Some services and products may be subject to age, gender or other restrictions and are subject to change. Refer to uspreventiveservicestaskforce.org or Healthcare.org for details. In addition, some prescription drugs or services may be subject to medical management techniques, such as prior authorization, quantity limits, etc.

If these services are performed by a network provider, members cannot be charged a coinsurance or deductible. Out-of-network charges may apply if the services are performed by a non-network provider.

*All genetic testing, including BRCA testing, requires prior authorization.

Notice of HIPAA Special Enrollment Rights

We would like to take this opportunity to advise you of an important provision in your health care plan. To participate, you must complete an enrollment form. Dependent upon which specific plan you wish to enroll in, you may have to pay part of the premium through payroll deduction.

Additionally, HIPAA requires that we notify you of the "Special Enrollment Provision".

Special Enrollment Provision

Loss of Other Coverage. If you decline enrollment for yourself or other eligible dependent(s) (including your spouse) while other health insurance or group health plan coverage is in effect, you may be able to enroll yourself and your dependents in this plan if you or your dependents lose eligibility for that other coverage (or if the employer stops contributing toward your or your dependents' other coverage). However, you must request enrollment within **30** days after your or your dependents' other coverage ends (or after the employer stops contributing toward the other coverage).

New Dependent by Marriage, Birth, Adoption, or Placement for Adoption. In addition, if you have a new dependent as a result of marriage, birth, adoption, or placement for adoption, you may be able to enroll yourself and your new dependent(s) in this plan. However, you must request enrollment within **30** days after the marriage, birth, adoption, or placement for adoption.

To request special enrollment or to obtain more information about the plan's special enrollment provisions, contact your Aultra Service Center at 330-363-2050 or toll free at 855-270-8497.

Procedures for Requesting Certificate of Creditable Coverage/Certificate of Health Plan Coverage

HIPAA requires that plan sponsors and/or insurers provide a Certificate of Creditable Coverage/Certificate of Health Plan Coverage (HIPAA Certificate) to each individual who requests one, so long as it is requested while the individual is covered under the Aultra Health Plan or within 24 months of the individual's coverage under the Aultra Health Plan ending. The request also can be made by someone else's behalf for an individual. For example, an individual who previously was covered under the Aultra Health Plan may authorize a new plan in which the individual enrolls to request a certificate of the individual's Creditable Coverage/Health Plan Coverage from the Aultra Health Plan. An individual is entitled to receive a Certificate upon request even if the Aultra Health Plan has previously issued a Certificate to that individual.

Requests for Certificates should be directed to AultCare Corporation, Attn: Member Services, P.O. Box 6910, Canton, Ohio 44706-0910 or by calling your Aultra Service Center at 330-363-2050 or toll-free at 855-270-8497.

Telephone requests are accepted only if the Certificate is to be mailed to the address the plan has on file for the individual to who the request relates. Other requests must be made in writing.

All requests must include:

- The name of the individual for whom the Certificate is requested;
- Aultra Group Number and Identification Number
- The last date that the individual was covered under the plan;
- The name of the participant that enrolled the individual in the plan; and
- A telephone number to reach the individual for whom the Certificate is requested.

Required written request must also include:

- The name of the person making the request and evidence of the person's authority to request and receive the Certificate on behalf of the individual
- The address to which the Certificate should be mailed.
- The requester's signature

After receiving a request that meets these requirements, the plan will act in a reasonable and prompt fashion to provide the Certificate.

(Note: A preexisting condition exclusion does not apply to enrollees of Aultra plans that have renewed effective January 1, 2014 and after.)

The Certificate of Creditable Coverage/Health Plan Coverage can be used as proof of loss of coverage.

- P.O. Box 6910 | Canton, OH 44706
- PHONE: 330-363-2050 | TOLL FREE: 1-855-270-8497
- TTY LINE: 711
- WEBSITE: www.aultragroup.com