



**Bryant**  
UNIVERSITY

# BENEFITS AT A GLANCE

STUDENT HEALTH INSURANCE PLAN | PLAN YEAR 2021/2022

DESIGNED EXCLUSIVELY FOR THE STUDENTS

## **BRYANT UNIVERSITY**

Smithfield, RI

("the Policyholder")

## **UNDERWRITTEN BY:**

Wellfleet Insurance Company | Fort Wayne, IN  
("the Company")

Policy Number: WI2122RISHIP50

Group Number: ST0818SH

Effective: 8/15/2021 - 8/14/2022

## **ADMINISTERED BY:**

Wellfleet Group, LLC



**Table of Contents** (Click on section title below to go to section in “Benefits at a Glance”.)

Welcome Students.....2

Where to Find Help.....3

Am I Eligible? .....3

How Do I Waive/Enroll?.....4

Effective Dates & Costs.....4

Preferred Provider Organization (PPO) Network .....4

Bryant University Schedule of Benefits .....5

    Pre-Certification.....15

Exclusions and Limitations.....15

How to Submit a Pre-Service Claim .....17

Value Added Services .....18

**Welcome Students...**

We are pleased to provide you with this summary of the 2021 – 2022 Student Health Insurance Plan (“Plan”), which is fully compliant with the Affordable Care Act. “Benefits at a Glance” includes effective dates and costs of coverage, as well as other helpful information. For additional details about the Plan, please consult the Plan Certificate and other materials at [www.wellfleetstudent.com](http://www.wellfleetstudent.com). If you have questions about enrollment into the Plan, please call University Health Plans at (833)251-1735 . For questions about medical benefits or claims, please call Wellfleet Student at (877) 657-5030, TTY 711.

## Where to Find Help

| For Questions About:                                                                                   | Please Contact:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enrollment<br>Waiver                                                                                   | University Health Plans<br>15 Pacella Park Drive<br>Randolph, MA 02368<br><a href="http://www.universityhealthplans.com">www.universityhealthplans.com</a><br>(833)251-1735                                                                                                                                                                                                                                                                                                                                   |
| Insurance Benefits<br>Claims Processing<br>ID Cards<br>Preferred Provider Listings<br>ID card Requests | Wellfleet Group, LLC<br>PO Box 15369<br>Springfield, Massachusetts 01115-5369<br>(877) 657-5030, TTY 711<br><a href="http://www.wellfleetstudent.com">www.wellfleetstudent.com</a>                                                                                                                                                                                                                                                                                                                            |
| Servicing Agent                                                                                        | University Health Plans<br>A Division of Risk Strategies<br>(833)251-1735<br>Email: <a href="mailto:info@univhealthplans.com">info@univhealthplans.com</a>                                                                                                                                                                                                                                                                                                                                                    |
| Preferred PPO Provider Listings                                                                        | Wellfleet Student<br><a href="http://www.wellfleetstudent.com">www.wellfleetstudent.com</a><br>or<br>First Health<br><a href="http://www.firsthealth.com">www.firsthealth.com</a>                                                                                                                                                                                                                                                                                                                             |
| Prescription Drug Provider                                                                             | Wellfleet Rx/ESI<br><a href="http://www.wellfleetstudent.com">www.wellfleetstudent.com</a><br><br>Your plan includes Wellfleet Rx – offering over 40 generics at a \$0 copay. Please ask your health care provider to review our <a href="#">formulary</a> to see if these medications are right for you. Click <a href="http://wellfleetrx.com/students/formularies/">here</a> <a href="http://wellfleetrx.com/students/formularies/">http://wellfleetrx.com/students/formularies/</a> for more information. |

## Am I Eligible?

Bryant University requires all full-time and international students to be enrolled in a health insurance plan while attending the University.

All full-time Domestic Students, taking 12+ credit hours, are eligible to enroll in this Student Health Insurance Plan on a voluntary basis. Eligible domestic students who wish to enroll must complete the enrollment process by the enrollment deadline date.

All International Students, taking 1+ credit hours, will be automatically enrolled in the Student Health Insurance Plan and the cost for the coverage will be added to the student's tuition fees unless proof of comparable coverage is submitted by the waiver deadline date.

An eligible student must actively attend classes for at least the first thirty-one (31) days of the period for which coverage is purchased.

## How Do I Waive/Enroll?

If you are an international student, the online Waiver process is the only accepted process for making your insurance selection. The deadline for processing the online waiver is **October 31, 2021** for students enrolling in the fall term and **February 15, 2022** for students newly enrolling in the spring term. Students who waive the Student Health Insurance Plan in the fall, waive coverage for the entire policy year. To document proof of comparable coverage, students need to complete the online waiver and submit it by the deadline date. To complete the online waiver, log on to the Bryant portal at <https://my.bryant.edu>, click on the Banner icon, choose Student Services and Financial Aid, then Health and Medical Forms and complete the "Health Insurance Information" form. If you waive the school health plan, you must provide Health Services with proof of your own health insurance by submitting a copy of the front and back of your insurance card.

If you are a domestic student, you must complete the online enrollment form. The deadline for submitting the online enrollment form is **October 31, 2021** for students enrolling in the fall term and **February 15, 2022** for students newly enrolling in the spring term.

Ctrl + Click on link to access the enrollment form:

<https://link.zixcentral.com/u/82772069/MgBzILXU6RG1rnwLC2wmKA?u=https%3A%2F%2Fwww.universityhealthplans.com%2Fintro%2FBryant.html>

## Effective Dates & Costs

All time periods begin at 12:00 A.M. local time and end at 11:59 P.M. local time at the Policyholder's address.

| Coverage Period | Coverage Start Date | Coverage End Date | Waiver Deadline | Enrollment Deadline |
|-----------------|---------------------|-------------------|-----------------|---------------------|
| Annual          | 8/15/2021           | 8/14/2022         | 10/31/2021      | 10/31/2021          |
| Fall            | 8/15/2021           | 12/31/2021        | 10/31/2021      | 10/31/2021          |
| Spring          | 1/1/2022            | 8/14/2022         | 2/15/2022       | 2/15/2022           |

### Plan Costs for Full-Time Undergraduate, Graduate and International Students

|          | Annual  | Fall  | Spring  |
|----------|---------|-------|---------|
| Student* | \$2,122 | \$808 | \$1,314 |

\*The above plan costs include an administrative service fee.

## Preferred Provider Organization (PPO) Network

...providing access to quality health care at discounted costs!

By enrolling in this Plan, you have the First Health PPO Network of participating Providers. To find a complete listing of the Network's participating Providers, go to [www.firsthealth.com](http://www.firsthealth.com), or contact Wellfleet Student toll-free at (877) 657-5030, TTY 711, or [www.wellfleetstudent.com](http://www.wellfleetstudent.com) for assistance.

## Bryant University Schedule of Benefits

This is only a brief description of coverage available under Certificate form RI SHIP CERT (2021). The Certificate will contain full details of coverage, coinsurance, limitations, exclusions, and termination provisions. If there are any conflicts between this document and the Certificate, the Certificate governs in all cases.

UNLESS OTHERWISE SPECIFIED BELOW THE MEDICAL PLAN DEDUCTIBLE (IF APPLICABLE) WILL ALWAYS APPLY.

### SCHEDULE OF BENEFITS

#### Preventive Services:

In-Network Provider: The Deductible, Coinsurance, and any Copayment are not applicable to Preventive Services. Benefits are paid at 100% of the Negotiated Charge when services are provided through an In-Network Provider.

Out-of-Network Provider: Deductible, Coinsurance, and any Copayment are applicable to Preventive Services provided through an Out-of-Network Provider. Benefits are paid at 80% of the Usual and Customary Charge.

#### Medical Deductible (will not exceed the Out-of-Pocket Maximum)

|                         |             |       |
|-------------------------|-------------|-------|
| In-Network Provider     | Individual: | \$0   |
| Out-of-Network Provider | Individual: | \$100 |

Cost sharing You incur for Covered Medical Expenses that is applied to the Out-of-Network Deductible will not be applied to satisfy the In-Network Deductible. Cost sharing You incur for Covered Medical Expenses that is applied to the In-Network Deductible will not be applied to satisfy the Out-of-Network Provider Deductible.

#### Out-of-Pocket Maximum (including Deductible):

|                         |            |            |
|-------------------------|------------|------------|
| In-Network Provider     | Individual | \$6,350    |
| Out-of-Network Provider | Individual | No maximum |

Cost sharing You incur for Covered Medical Expenses that is applied to the Out-of-Network Provider Out-of-Pocket Maximum will not be applied to satisfy the In-Network Provider Out-of-Pocket Maximum and cost sharing You incur for Covered Medical expenses that is applied to the In-Network Provider Out-of-Pocket Maximum will not be applied to satisfy the Out-of-Network Provider Out-of-Pocket Maximum.

#### Coinsurance Amounts:

In-Network Provider: 90% of the Negotiated Charge for Covered Medical Expenses unless otherwise stated below.

Out-of-Network Provider: 80% of the Usual and Customary Charge (U&C) for Covered Medical Expenses unless otherwise stated below.

#### Medical Benefit Payments for In-Network Providers and Out-of-Network Providers

The Certificate provides benefits based on the type of health care provider You selects. The Certificate provides access to both In-Network Providers and Out-of-Network Providers. Different benefits may be payable for Covered Medical Expenses rendered by In-Network Providers versus Out-of-Network Providers, as shown in the Schedule of Benefits.

#### Dental and Vision Benefit Payments

For dental and vision benefits, You may choose any dental or vision provider.

For dental, different benefits may be payable based on the type of service, as shown in the Schedule of Benefits.

#### Preferred Provider Organization:

To locate an In-Network Provider in Your area, consult Your Provider Directory or call toll free 877-657-5030, TTY 711 or visit Our website at [www.wellfleetstudent.com](http://www.wellfleetstudent.com).

**THE COVERED MEDICAL EXPENSE FOR AN ISSUED CERTIFICATE WILL BE:**

- 1. THOSE LISTED IN THE COVERED MEDICAL EXPENSES PROVISION;**
- 2. ACCORDING TO THE FOLLOWING SCHEDULE OF BENEFITS; AND**
- 3. DETERMINED BY WHETHER THE SERVICE OR TREATMENT IS PROVIDED BY AN IN-NETWORK OR OUT-OF-NETWORK PROVIDER.**
- 4. UNLESS OTHERWISE SPECIFIED BELOW THE MEDICAL PLAN DEDUCTIBLE WILL ALWAYS APPLY.**

| BENEFITS FOR COVERED INJURY/SICKNESS                                                                                                                                                                                                                            | IN-NETWORK PROVIDER                                                                                                                                                                         | OUT-OF-NETWORK PROVIDER                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Inpatient Benefits</b>                                                                                                                                                                                                                                       |                                                                                                                                                                                             |                                                                                                                                                                                                                                                               |
| Hospital Care<br>Includes hospital room & board expenses and miscellaneous services and supplies.<br>Subject to Semi-Private room rate unless intensive care unit is required.<br><br>Room and Board includes intensive care.<br><br>Pre-Certification Required | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                                                                   | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                               |
| Preadmission Testing                                                                                                                                                                                                                                            | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                                                                   | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                               |
| Physician’s Visits while Confined: Limited to 1 visit per day of Confinement per provider                                                                                                                                                                       | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                                                                   | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                               |
| Inpatient Surgery:<br><br>Pre-Certification Required<br><br>Surgeon Services<br><br>Anesthetist<br><br>Assistant Surgeon                                                                                                                                        | 90% of the Negotiated Charge for Covered Medical Expenses<br><br>90% of the Negotiated Charge for Covered Medical Expenses<br><br>90% of the Negotiated Charge for Covered Medical Expenses | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses<br><br>80% of Usual and Customary Charge after Deductible for Covered Medical Expenses<br><br>80% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Registered Nurse Services for private duty nursing while Confined                                                                                                                                                                                               | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                                                                   | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                               |
| Physical Therapy, Speech Therapy, and Occupational Therapy while Confined (inpatient)                                                                                                                                                                           | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                                                                   | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                               |
| Skilled Nursing Facility Benefit<br><br>Pre-Certification required                                                                                                                                                                                              | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                                                                   | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                               |
| Inpatient Rehabilitation Facility Expense Benefit<br><br>Pre-Certification Required                                                                                                                                                                             | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                                                                   | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                               |

| <b>INPATIENT MENTAL HEALTH DISORDER AND SUBSTANCE USE DISORDER</b>                                                                                                                                                |                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Mental Health Disorder and Substance Use Disorder Benefit</p>                                                                                                                                                  | <p>Refer to the Mandated Benefit for Treatment of Mental Health and Substance Use Disorders</p>                                                                                                    |                                                                                                                                                                                                                                                                      |
| <p><b>Outpatient Benefits</b></p>                                                                                                                                                                                 |                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                      |
| <p>Outpatient Surgery:<br/>Pre-Certification required</p> <p style="padding-left: 40px;">Surgeon Services</p> <p style="padding-left: 40px;">Anesthetist</p> <p style="padding-left: 40px;">Assistant Surgeon</p> | <p>90% of the Negotiated Charge for Covered Medical Expenses</p> <p>90% of the Negotiated Charge for Covered Medical Expenses</p> <p>90% of the Negotiated Charge for Covered Medical Expenses</p> | <p>80% of Usual and Customary Charge after Deductible for Covered Medical Expenses</p> <p>80% of Usual and Customary Charge after Deductible for Covered Medical Expenses</p> <p>80% of Usual and Customary Charge after Deductible for Covered Medical Expenses</p> |
| <p>Outpatient Surgery Facility and Miscellaneous expenses for services &amp; supplies, such as cost of operating room, therapeutic services, oxygen, oxygen tent, and blood &amp; plasma</p>                      | <p>90% of the Negotiated Charge for Covered Medical Expenses</p>                                                                                                                                   | <p>80% of Usual and Customary Charge after Deductible for Covered Medical Expenses</p>                                                                                                                                                                               |
| <p>Physician's Office Visits</p>                                                                                                                                                                                  | <p>\$15 Copayment per visit then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses</p>                                                                                      | <p>\$15 Copayment per visit then the plan pays 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses</p>                                                                                                                                   |
| <p>Specialist/Consultant Physician Services</p>                                                                                                                                                                   | <p>90% of the Negotiated Charge for Covered Medical Expenses</p>                                                                                                                                   | <p>80% of Usual and Customary Charge after Deductible for Covered Medical Expenses</p>                                                                                                                                                                               |
| <p>Telemedicine or Telehealth Services</p>                                                                                                                                                                        | <p>90% of the Negotiated Charge for Covered Medical Expenses</p>                                                                                                                                   | <p>80% of Usual and Customary Charge after Deductible for Covered Medical Expenses</p>                                                                                                                                                                               |
| <p>Cardiac Rehabilitation</p>                                                                                                                                                                                     | <p>\$15 Copayment per visit then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses</p>                                                                                      | <p>\$15 Copayment per visit then the plan pays 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses</p>                                                                                                                                   |
| <p>Pulmonary Rehabilitation</p>                                                                                                                                                                                   | <p>\$15 Copayment per visit then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses</p>                                                                                      | <p>\$15 Copayment per visit then the plan pays 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses</p>                                                                                                                                   |

|                                                                                                                                   |                                                                                                                                            |                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Rehabilitative Therapy including, Physical Therapy, and Occupational Therapy and Speech Therapy<br><br>Pre-Certification Required | \$15 Copayment per visit then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses                                     | \$15 Copayment per visit then the plan pays 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                       |
| Habilitative Services including, Physical Therapy, and Occupational Therapy and Speech Therapy<br><br>Pre-Certification Required  | \$15 Copayment per visit then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses                                     | \$15 Copayment per visit then the plan pays 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                       |
| Emergency Services in an emergency department (includes Urgent Care for Emergency Medical Conditions)                             | \$100 Copayment per visit then the plan pays 90% of the Negotiated Charge for Covered Medical Expenses<br><br>Copayment waived if admitted | Paid the same as In-Network Provider; however, the benefit will be based on the greatest of the following: <ul style="list-style-type: none"> <li>• The median In-Network rate;</li> <li>• The Usual and Customary Charge; or</li> <li>• The amount that would be paid under Medicare.</li> </ul> |
| Urgent Care Centers                                                                                                               | \$100 Copayment per visit then the plan pays 90% of the Negotiated Charge for Covered Medical Expenses                                     | \$100 Copayment per visit then the plan pays 90% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                      |
| Diagnostic Imaging Services<br><br>Pre-Certification Required                                                                     | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                  | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                                                                   |
| CT Scan, MRI and/or PET Scans<br><br>Pre-Certification Required                                                                   | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                  | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                                                                   |
| Laboratory Procedures (Outpatient)                                                                                                | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                  | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                                                                   |
| Chemotherapy and Radiation Therapy<br><br>Pre-Certification Required                                                              | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                  | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                                                                   |
| Infusion Therapy<br><br>Pre-Certification Required                                                                                | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                  | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                                                                   |
| Home Health Care/House Calls Expenses<br><br>Pre-Certification Required                                                           | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                  | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                                                                   |
| Hospice Care Coverage                                                                                                             | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                  | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                                                                   |
| Outpatient Private Duty Nursing<br><br>Pre-Certification Required                                                                 | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                  | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses                                                                                                                                                                                                                   |



| <b>OUTPATIENT MENTAL HEALTH DISORDER AND SUBSTANCE USE DISORDER</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                     |                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|--------------------|
| <p>Mental Health Disorder and Substance Use Disorder Benefit</p> <p>Refer to the Physician/Specialist Office section for copay requirements if applicable.</p> <p>In accordance with the federal Mental Health Parity and Addiction Equity Act of 2008 (MHPAEA), the cost sharing requirements, day or visit limits, and any Pre-Certification requirements that apply to a Mental Health Disorder and Substance Use Disorder will be no more restrictive than those that apply to medical and surgical benefits for any other Covered Sickness.</p> | <p>Refer to the Mandated Benefit for Treatment of Mental Health and Substance Use Disorders</p>     |                    |
| <p><b>Prescription Drugs Retail Pharmacy</b><br/>No cost sharing applies to ACA Preventive Care medications filled at a participating network pharmacy.</p>                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                     |                    |
| <p><b>TIER 1</b><br/><br/>(Including Enteral Formulas)</p> <p>For each fill up to a 30 day supply filled at a Retail pharmacy</p> <p>See the Enteral Formula and Nutritional Supplements section of this Schedule for supplements not purchased at a pharmacy.</p>                                                                                                                                                                                                                                                                                   | <p>\$10 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses</p> | <p>Not Covered</p> |
| <p>More than a 30 day supply but less than a 61 day supply filled at a Retail pharmacy</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>\$20 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses</p> | <p>Not Covered</p> |
| <p>More than a 60 day supply filled at a Retail pharmacy</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>\$30 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses</p> | <p>Not Covered</p> |
| <p><b>TIER 2</b><br/><br/>(Including Enteral Formulas)</p> <p>For each fill up to a 30 day supply filled at a Retail pharmacy</p> <p>See the Enteral Formula and Nutritional Supplements section of this Schedule for supplements not purchased at a pharmacy.</p>                                                                                                                                                                                                                                                                                   | <p>\$20 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses</p> | <p>Not Covered</p> |

|                                                                                                                                                                                                                                                |                                                                                                                                 |             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-------------|
| More than a 30 day supply but less than a 61 day supply filled at a Retail pharmacy                                                                                                                                                            | \$40 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses                                    | Not Covered |
| More than a 60 day supply filled at a Retail pharmacy                                                                                                                                                                                          | \$60 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses                                    | Not Covered |
| TIER 3<br>(Including Enteral Formulas)<br><br>For each fill up to a 30 day supply filled at a Retail Pharmacy<br><br>See the Enteral Formula and Nutritional Supplements section of this Schedule for supplements not purchased at a pharmacy. | \$20 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses                                    | Not Covered |
| More than a 30 day supply but less than a 61 day supply filled at a Retail pharmacy                                                                                                                                                            | \$40 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses                                    | Not Covered |
| More than a 60 day supply filled at a Retail pharmacy                                                                                                                                                                                          | \$60 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses                                    | Not Covered |
| <b>Zero Cost Generics</b>                                                                                                                                                                                                                      |                                                                                                                                 |             |
|                                                                                                                                                                                                                                                | 100% of the Negotiated Charge for Covered Medical Expenses                                                                      | Not Covered |
| <b>Specialty Prescription Drugs</b>                                                                                                                                                                                                            |                                                                                                                                 |             |
| Specialty Prescription Drugs<br><br>For each fill up to a 30 day supply                                                                                                                                                                        | \$20 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses                                    | Not Covered |
| More than a 30 day supply but less than a 61 day supply                                                                                                                                                                                        | \$40 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses                                    | Not Covered |
| More than a 60 day supply                                                                                                                                                                                                                      | \$60 Copayment then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses                                    | Not Covered |
| <b>Orally administered anti-cancer prescription drugs (including specialty drugs)</b>                                                                                                                                                          |                                                                                                                                 |             |
| Benefit                                                                                                                                                                                                                                        | Greater of:<br><ul style="list-style-type: none"> <li>• Chemotherapy Benefit; or</li> <li>• Infusion Therapy Benefit</li> </ul> |             |
| <b>Diabetic Supplies (for Prescription supplies purchased at a pharmacy)</b>                                                                                                                                                                   |                                                                                                                                 |             |
| Benefit                                                                                                                                                                                                                                        | Paid the same as any other Retail Pharmacy Prescription Drug Fill                                                               |             |

| <b>Other Benefits</b>                                                   |                                                                                                       |                                                                                  |
|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| Allergy Testing                                                         | 90% of the Negotiated Charge for Covered Medical Expenses                                             | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses  |
| Allergy Injections/Treatment                                            | 90% of the Negotiated Charge for Covered Medical Expenses                                             | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses  |
| Emergency Ambulance Service ground and/or air, water transportation     | \$50 Copayment per trip then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses | Paid the same as In-Network Provider subject to Usual and Customary Charge       |
| Non-Emergency Ambulance Service ground and/or air, water transportation | 90% of the Negotiated Charge for Covered Medical Expenses                                             | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses  |
| Asthma Education                                                        | Same as any other Covered Sickness                                                                    |                                                                                  |
| Bariatric Surgery<br>Pre-Certification Required                         | 90% of the Negotiated Charge for Covered Medical Expenses                                             | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses  |
| Covered Clinical Trials                                                 | Same as any other Covered Sickness                                                                    |                                                                                  |
| Durable Medical Equipment<br>Pre-Certification Required                 | 100% of the Negotiated Charge for Covered Medical Expenses                                            | 100% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Dialysis Treatment                                                      | 90% of the Negotiated Charge for Covered Medical Expenses                                             | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses  |
| Hearing Aids                                                            | 90% of the Negotiated Charge for Covered Medical Expenses                                             | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses  |
| Hemophilia Services Outpatient/In a Doctor's Office                     | Same as any other Covered Sickness                                                                    |                                                                                  |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| Maternity Benefit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Same as any other Covered Sickness                                                                                                                                                                                                                                                                                                                                                    |                                                                                  |
| <p>Enteral Formulas and Nutritional Supplements</p> <p>See the Prescription Drug section of this Schedule when purchased at a pharmacy.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                                                                                                                                                                                                                                                             | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses  |
| <p>Prosthetic and Orthotic Devices</p> <p>Pre-Certification Required</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 100% of the Negotiated Charge for Covered Medical Expenses                                                                                                                                                                                                                                                                                                                            | 100% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| <p>Reconstructive Surgery</p> <p>Pre-Certification Required</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                                                                                                                                                                                                                                                             | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses  |
| <p>Pediatric Dental Care Benefit (to the end of the month in which the Insured Person turns age 19)</p> <p>Preventive Dental Care Limited to 2 dental exams every 12 months</p> <p>The benefit payable amount for the following services is different from the benefit payable amount for Preventive Dental Care:</p> <p style="padding-left: 40px;">Emergency Dental<br/>Routine Dental Care<br/>Endodontic Services<br/>Prosthodontic Services<br/>Periodontic Services<br/>Medically Necessary Orthodontic Care</p> <p>Claim forms must be submitted to us as soon as reasonably possible. Refer to Proof of Loss provision contained in the General Provisions.</p> | <p>See the Pediatric Dental Care Benefit description in the Certificate for further information.</p> <p>100% of Usual and Customary Charge</p> <p>50% of Usual and Customary Charge<br/>50% of Usual and Customary Charge<br/>50% of Usual and Customary Charge<br/>50% of Usual and Customary Charge<br/>50% of Usual and Customary Charge<br/>50% of Usual and Customary Charge</p> |                                                                                  |

|                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                               |                                                                                                                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| <p>Pediatric Vision Care Exam Benefit (to the end of the month in which the Insured Person turns age 19)</p> <p>Limited to 1 visit per Policy Year</p> <p>Claim forms must be submitted to us as soon as reasonably possible. Refer to Proof of Loss provision contained in the General Provisions.</p>                                                                              | <p>100% of Usual and Customary Charge after Deductible for Covered Medical Expenses per Policy Year</p>       |                                                                                                                                    |
| <p>Pediatric Vision Care Hardware Benefit (to the end of the month in which the Insured Person turns age 19)</p> <p>Limited to 1 pair of prescribed lenses and frames or contact lenses (in lieu of eyeglasses) per Policy Year</p> <p>Claim forms must be submitted to us as soon as reasonably possible. Refer to Proof of Loss provision contained in the General Provisions.</p> | <p>100% of Usual and Customary Charge for Covered Medical Expenses per Policy Year</p>                        |                                                                                                                                    |
| <p>Adult Vision Care (age 19 and older)<br/>Routine Eye Exam once every 12 months</p> <p>Claim forms must be submitted to us as soon as reasonably possible. Refer to Proof of Loss provision contained in the General Provisions</p>                                                                                                                                                | <p>90% of Usual and Customary Charge after Deductible for Covered Medical Expenses</p>                        |                                                                                                                                    |
| <p>Abortion Expense</p>                                                                                                                                                                                                                                                                                                                                                              | <p>100% of the Negotiated Charge for Covered Medical Expenses</p>                                             | <p>80% of Usual and Customary Charge after Deductible for Covered Medical Expenses</p>                                             |
| <p>Accidental Injury Dental Treatment</p>                                                                                                                                                                                                                                                                                                                                            | <p>100% of the Negotiated Charge for Covered Medical Expenses</p>                                             | <p>100% of Usual and Customary Charge after Deductible for Covered Medical Expenses</p>                                            |
| <p>Sickness Dental Expense for Insured Person's over age 18<br/>Subject to \$100 per tooth</p>                                                                                                                                                                                                                                                                                       | <p>100% of the Negotiated Charge for Covered Medical Expenses</p>                                             | <p>100% of Usual and Customary Charge after Deductible for Covered Medical Expenses</p>                                            |
| <p>Chiropractic Care Benefit<br/>Pre-Certification Required</p>                                                                                                                                                                                                                                                                                                                      | <p>\$15 Copayment per visit then the plan pays 100% of the Negotiated Charge for Covered Medical Expenses</p> | <p>\$15 Copayment per visit then the plan pays 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses</p> |
| <p>Organ Transplant Surgery<br/>travel and lodging expenses a maximum of \$2,000 per Policy Year or \$250 per day, whichever is less while at the transplant facility.</p> <p>Pre-Certification Required</p>                                                                                                                                                                         | <p>90% of the Negotiated Charge for Covered Medical Expenses</p>                                              | <p>80% of Usual and Customary Charge after Deductible for Covered Medical Expenses</p>                                             |

|                                                                                                                                                                                                                                                                                          |                                                                                                                                           |                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| Tuberculosis screening, Titers, Quantiferon B tests including shots (other than covered under preventive services)                                                                                                                                                                       | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                 | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Sports Accident Expense - incurred as the result of the play or practice of Intercollegiate or club sports                                                                                                                                                                               | 90% of the Negotiated Charge for Covered Medical Expenses                                                                                 | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| Non-emergency Care While Traveling Outside of the United States                                                                                                                                                                                                                          | 80% of Actual Charge after Deductible for Covered Medical Expenses                                                                        |                                                                                 |
| Medical Evacuation Expense                                                                                                                                                                                                                                                               | 100% of Actual Charge for Covered Medical Expenses<br>Deductible Waived                                                                   |                                                                                 |
| Repatriation Expense                                                                                                                                                                                                                                                                     | 100% of Actual Charge for Covered Medical Expenses<br>Deductible Waived                                                                   |                                                                                 |
| Prevention and Early Detection Services (Limited to 1 exam per Policy Year)                                                                                                                                                                                                              | 100% of the Negotiated Charge for Covered Medical Expenses                                                                                | 80% of Usual and Customary Charge after Deductible for Covered Medical Expenses |
| <b>Mandated Benefits</b>                                                                                                                                                                                                                                                                 |                                                                                                                                           |                                                                                 |
| Autism Spectrum Disorders                                                                                                                                                                                                                                                                | Same as any other Covered Sickness                                                                                                        |                                                                                 |
| Diabetes Treatment Coverage<br><br>Refer to the Prescription Drug provision for diabetic supplies covered under the Prescription Drug benefit                                                                                                                                            | Same as any other Covered Sickness                                                                                                        |                                                                                 |
| Hair Protheses/Wigs                                                                                                                                                                                                                                                                      | Same as any other Covered Prosthetic Device                                                                                               |                                                                                 |
| Human Leukocyte Antigen Testing                                                                                                                                                                                                                                                          | Same as any other Covered Sickness                                                                                                        |                                                                                 |
| Infertility Treatment <ul style="list-style-type: none"> <li>• Diagnosis, Treatment and/or Standard Fertility-Preservation Services</li> <li>• Tests/Procedures attendant to the diagnosis and Treatment of Infertility when the sole purpose is the Treatment of Infertility</li> </ul> | Same as any other Covered Sickness                                                                                                        |                                                                                 |
| Lyme Disease Treatment                                                                                                                                                                                                                                                                   | Same as any other Covered Sickness                                                                                                        |                                                                                 |
| Mammograms and Pap Smears                                                                                                                                                                                                                                                                | Same as any other Covered Sickness, unless considered a Preventive Service                                                                |                                                                                 |
| Mastectomy Treatment and Hospital Stay                                                                                                                                                                                                                                                   | Same as any other Covered Sickness except Covered Medical Expense incurred for Mastectomy Treatment shall not be subject to cost-sharing. |                                                                                 |
| Treatment of Mental Health and Substance Use Disorders                                                                                                                                                                                                                                   | Same as any other Covered Sickness                                                                                                        |                                                                                 |
| Prostate and Colorectal Exams                                                                                                                                                                                                                                                            | Same as any other Preventive Service                                                                                                      |                                                                                 |
| Smoking Cessation Programs                                                                                                                                                                                                                                                               | Same as any other Covered Sickness, unless considered a Preventive Service                                                                |                                                                                 |

**ACCIDENTAL DEATH AND DISMEMBERMENT BENEFIT**

Principal Sum .....\$10,000

Loss must occur within 365 days of the date of a covered Accident.

If, as the result of a covered Accident, You sustain any of the following losses within the time shown in the Schedule of Benefits, We will pay the benefit shown.

|                                                                    |                            |
|--------------------------------------------------------------------|----------------------------|
| Loss of Life .....                                                 | The Principal Sum          |
| Loss of hand .....                                                 | One-Half the Principal Sum |
| Loss of Foot .....                                                 | One-Half the Principal Sum |
| Loss of either one hand, one foot or sight of one eye .....        | One-half the Principal Sum |
| Loss of more than one of the above losses due to one Accident..... | The Principal Sum          |

Loss of hand or foot means the complete severance through or above the wrist or ankle joint. Loss of eye means the total permanent loss of sight in the eye. The Principal Sum is the largest amount payable under this benefit for all losses resulting from any one (1) Accident.

Only one benefit will be payable under this provision, that providing the largest benefit, when more than one (1) loss occurs as the result of any one (1) Accident. This benefit is payable in addition to any other benefits payable under this Certificate.

**Pre-Certification**

Pre-certification is required for inpatient hospital, surgery and selected outpatient services. Pre-Certification is not required for an Emergency Medical Condition or Urgent Care or Hospital Confinement for the initial 48/96 hours of maternity care.

Additionally, no authorization requirement will apply to obstetrical or gynecological care provided by In-Network Providers.

**Exclusions and Limitations**

**Exclusion Disclaimer:** Any exclusion in conflict with the Patient Protection and Affordable Care Act or any state imposed requirements will be administered to comply with the requirements of the federal or state guideline, whichever is more favorable to You.

The Certificate does not cover loss nor provide benefits for any of the following, except as otherwise provided by the benefits of the Certificate and as shown in the Schedule of Benefits.

1. **International Students Only** - Eligible expenses within Your Home Country or country of origin that would be payable or medical Treatment that is available under any governmental or national health plan for which You could be eligible.
2. Treatment, service or supply which is not Medically Necessary for the diagnosis, care or treatment of the Sickness or Injury involved. This applies even if they are prescribed, recommended or approved by Your attending Physician or dentist.
3. Medical services rendered by a provider employed for or contracted with the Policyholder, including team physicians or trainers, except as specifically provided in the Schedule of Benefits.
4. Professional services rendered by an Immediate Family Member or anyone who lives with You.
5. Routine foot care, including the paring or removing of corns and calluses, or trimming of nails, unless these services are determined to be Medically Necessary because of Injury, infection or disease.
6. Expenses covered under any Workers' Compensation, occupational benefits plan, mandatory automobile no-fault plan, public assistance program or government plan, except Medicaid.

7. Charges of an institution, health service or infirmary for whose services payment is not required in the absence of insurance or services covered by Student Health Fees.
8. Any expenses in excess of Usual and Customary Charges except as provided in the Certificate.
9. Loss incurred as the result of riding as a passenger or otherwise (including skydiving) in a vehicle or device for aerial navigation, except as a fare paying passenger in an aircraft operated by a scheduled airline maintaining regular published schedules on a regularly established route anywhere in the world.
10. Loss resulting from war or any act of war, whether declared or not, or loss sustained while in the armed forces of any country or international authority.
11. Loss resulting from playing, practicing, traveling to or from, or participating in, or conditioning for, any professional sport.
12. Treatment, services, supplies or facilities in a Hospital owned or operated by the Veterans Administration or a national government or any of its agencies, except when a charge is made which You are required to pay.
13. Services that are duplicated when provided by both a certified Nurse-midwife and a Physician.
14. Expenses payable under any prior policy which was in force for the person making the claim.
15. Injury sustained as the result of Your operation of a motor vehicle while not properly licensed to do so in the jurisdiction in which the motor vehicle accident takes place.
16. Expenses incurred after:
  - o The date insurance terminates as to an Insured Person, except as specified in the extension of benefits provision; and
  - o The end of the Policy Year specified in the Policy.
17. Elective Surgery or Elective Treatment unless such coverage is otherwise specifically covered under the Certificate.
18. Charges incurred for acupuncture, in any form, except to the extent provided in the Schedule of Benefits.
19. Weight management. Weight reduction. Nutrition programs. This does not apply to nutritional counseling or any screening or assessment specifically provided under the Preventive Services benefit, or otherwise specifically covered under the Certificate.
20. Treatment for obesity except surgery for morbid obesity (bariatric surgery). Surgery for removal of excess skin or fat.
21. Charges for hair growth or removal unless otherwise specifically covered under the Certificate.
22. Expenses for radial keratotomy.
23. Adult Vision unless specifically provided in the Certificate.
24. Charges for office visit exam for the fitting of prescription contact lenses, duplicate spare eyeglasses, lenses or frames, non-prescription lenses or contact lenses that are for cosmetic purposes.
25. Charges for hearing exams, hearing screening, or cochlear implants except as specifically provided in the Certificate.
26. Racing or speed contests, skin diving or sky diving, mountaineering (where ropes or guides are customarily used), ultra-light aircraft, parasailing, sail planing, hang gliding, bungee jumping, travel in or on ATV's (all terrain or similar type vehicles) or other hazardous sport or hobby.
27. Surgery or related services for cosmetic purposes to improve appearance, except to restore bodily function or correct deformity resulting from disease, or trauma.
28. Treatment to the teeth, including orthodontic braces and orthodontic appliances, unless otherwise covered under the Pediatric Dental Care Benefit.
29. Treatment of Temporomandibular Joint Dysfunction (TMJ) other than a surgical procedure for those covered conditions affecting the upper or lower jawbone or associated bone joints. Such a procedure must be considered Medically Necessary based on the Certificate definition of same.
30. You are:
  - o committing or attempting to commit a felony,
  - o engaged in an illegal occupation, or
  - o participating in a riot.
31. Custodial Care service and supplies.
32. Charges for hot or cold packs for personal use.
33. Braces and appliances used as protective devices during a student's participation in sports. Replacement braces and appliances are not covered.
34. Services of private duty Nurse except as provided in the Certificate.
35. Expenses that are not recommended and approved by a Physician.



36. Routine harvesting and storage of stem cells from newborn cord blood, the purchase price of any organ or tissue, donor services if the recipient is not an Insured Person under this plan, or services for or related to the transplantation of animal or artificial organs or tissues.
37. Cosmetic procedures related to Gender Reassignment including but not limited to rhinoplasty, face lift, facial bone reduction, lip enhancement or reduction, blepharoplasty, body contouring, reduction thyroid chondroplasty, hair removal, voice modification surgery, skin resurfacing, chin implants, nose implants.
38. Sleep Disorders, except for the diagnosis and treatment of obstructive sleep apnea.
39. Treatment of Acne unless Medically Necessary.
40. Experimental or Investigational drugs, devices, treatments or procedures unless otherwise covered under Covered Clinical Trials or covered under clinical trials (routine patient costs). See the Other Benefits section for more information.
41. Under the Prescription Drug Benefit shown in the Schedule of Benefits:
  - any drug or medicine which does not, by federal or state law, require a prescription order, i.e. over-the-counter drugs, even if a prescription is written, except as specifically provided under Preventive Services or in the Prescription Drug Benefit section of the certificate. Insulin and OTC preventive medications required under ACA are exempt from this exclusion;
  - drugs with over-the-counter equivalents except as specifically provided under Preventive Services;
  - allergy sera and extracts administered via injection;
  - any drug or medicine for the purpose of weight control;
  - sexual enhancements drugs;
  - vitamins, and minerals, except as specifically provided under Preventive Services;
  - food supplements, dietary supplements; except as specifically provided in the Certificate;
  - cosmetic drugs or medicines, including but not limited to, products that improve the appearance of wrinkles or other skin blemishes;
  - refills in excess of the number specified or dispensed after 1 year of date of the prescription;
  - drugs labeled, "Caution – limited by federal law to Investigational use" or Experimental Drugs;
  - any drug or medicine purchased after coverage under the Certificate terminates;
  - any drug or medicine consumed or administered at the place where it is dispensed;
  - if the FDA determines that the drug is: contraindicated for the Treatment of the condition for which the drug was prescribed; or Experimental for any reason;
  - bulk chemicals;
  - non-insulin syringes, surgical supplies, durable medical equipment/medical devices, except as specifically provided in the Prescription Drug Benefit section of the Certificate;
  - repackaged products;
  - blood components except factors;
  - immunology products.
42. Non-chemical addictions.
43. Non-physical, occupational, speech therapies (art, dance, etc.).
44. Modifications made to dwellings.
45. General fitness, exercise programs.
46. Hypnosis.
47. Rolfing.
48. Biofeedback.

## How to Submit a Pre-Service Claim

The Rhode Island Pre-Service Claim Form is available on <https://wellfleetstudent.com/forms/>. The form may be completed by the member/participant, authorized representative, or health care provider. A completed authorization form must be on file before member/participant information can be released to a representative who is not the member/participant's health care provider. All applicable fields must be completed. The form must be submitted by email to [customerservice@wellfleetinsurance.com](mailto:customerservice@wellfleetinsurance.com) with "RI Pre-Service Claim" for non-urgent requests and "Urgent RI Pre-Service Claim" for urgent requests in the email subject header.

## Value Added Services

The following are not affiliated with Wellfleet Insurance Company and the services are not part of the Plan Underwritten by Wellfleet Insurance Company. These value-added options are provided by Wellfleet Student.

### VISION DISCOUNT PROGRAM

For Vision Discount Benefits please go to:

[www.wellfleetstudent.com](http://www.wellfleetstudent.com)

### EMERGENCY MEDICAL AND TRAVEL ASSISTANCE

Wellfleet Student provides access to a comprehensive program that will arrange emergency medical and travel assistance services, repatriation services and other travel assistance services when you are traveling. For general inquiries regarding the travel access assistance services coverage, please call Wellfleet Student at (877) 657-5030, TTY 711. **If you are traveling and need assistance in North America, call the Assistance Center toll-free at: (877) 305-1966 or if you are in a foreign country, call collect at: (715) 295-9311.** When you call, please provide your name, school name, the group number shown on your ID card, and a description of your situation. If the condition is an emergency, you should go immediately to the nearest physician or hospital without delay and then contact the 24-hour Assistance Center.

### 24 HOUR NURSELINE

Students who enroll and maintain medical coverage in this insurance plan have access to the *24 Hour Nurseline*. This *24-Hour Nurseline* program provides:

- Phone-based, reliable health information in response to health concerns and questions; and
- Assistance in decisions on the appropriate level of care for an injury or sickness.

Appropriate care may include self-care at home, a call to a physician, or a visit to the emergency room.

Calls are answered 24 hours a day, 365 days a year by experienced registered nurses who have been specifically trained to handle telephone health inquiries.

This program is not a substitute for doctor visits or emergency response systems. The *Nurseline* does not answer health plan benefit questions. Health benefit questions should be referred to the Plan Administrator. The *24 Hour Nurseline* toll free number will be on the ID card.

**(800) 634-7629**



With CareConnect from Wellfleet Student, students have 24/7 access to professional assistance to help manage personal concerns, emotional issues, transition and adjustment concerns, academic stress, career development, and the demands of daily and family obligations.

Members in need of assistance simply call the behavioral health hotline on their ID card, or via the Wellfleet Student mobile app for immediate access to a masters-level mental health professional. Students are run through a clinical assessment to determine if CareConnect counseling, health center referral, or other treatment is necessary. To access mobile features, students simply download their school's app in their device's app store.