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# ELIGIBILITY & ENROLLMENT GUIDE

2022 | Higher Education Employees

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# **PARTNERS** **FOR HEALTH**



Tennessee State Group Insurance Program - **REV 11/22/21**

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For specific questions, contact your agency benefits coordinator (ABC). They have received special training in our insurance programs. You can reach them at [utinsurance.tennessee.edu](http://utinsurance.tennessee.edu)

To contact any of the vendors refer to the chart below.

BENEFITS	CONTACT	PHONE	WEBSITE
Plan Administrator	Benefits Administration	800.253.9981 or 615.741.3590 — M-F, 8-4:30	<a href="http://tn.gov/partnersforhealth">tn.gov/partnersforhealth</a>
Health Insurance	BlueCross BlueShield of Tennessee	800.558.6213 — M-F, 7-5	<a href="http://bcbst.com/members/tn_state">bcbst.com/members/tn_state</a>
	Cigna	800.997.1617 — 24/7	<a href="http://cigna.com/stateoftn">cigna.com/stateoftn</a>
Health Savings Account	Optum Bank	866.600.4984 — 24/7	<a href="http://optumbank.com/Tennessee">optumbank.com/Tennessee</a>
Pharmacy Benefits	CVS Caremark	877.522.8679 — 24/7	<a href="http://info.caremark.com/stateoftn">info.caremark.com/stateoftn</a>
Behavioral Health, Substance Use and Employee Assistance Program	Optum Health	855.HERE4TN — 24/7 (855.437.3486)	<a href="http://here4TN.com">here4TN.com</a>
Wellness Program	ActiveHealth Management	888.741.3390 — M-F, 8-8	<a href="http://go.activehealth.com/wellnesstn">http://go.activehealth.com/wellnesstn</a>
Disability Insurance	MetLife	855.700.8001 — M-F, 7-10	<a href="http://metlife.com/StateOfTN">metlife.com/StateOfTN</a>
Dental Insurance	Cigna	800.997.1617 — 24/7	<a href="http://cigna.com/stateoftn">cigna.com/stateoftn</a>
	Delta Dental	800.552.2498 — M-F, 7-5	<a href="http://tennessee.deltadental.com/stateoftn/">tennessee.deltadental.com/stateoftn/</a>
Vision Insurance	Davis Vision	800.208.6404 — M-F, 7-10, Sat, 8-3, Sun, 11-3 Basic Client Code: 8155 Expanded Client Code: 8156	<a href="http://davisvision.com/stateofTN">davisvision.com/stateofTN</a>
Life Insurance	Securian Financial (Minnesota Life)	866.881.0631 — M-F, 7-6	<a href="http://lifebenefits.com/stateoftn">lifebenefits.com/stateoftn</a>
OTHER PROGRAMS			
Edison	Tennessee Department of Finance & Administration	password reset for higher education 800.253.9981 — M-F, 8-4:30; state call Edison help desk at 866.376.0104 — M-F, 7-4:30	<a href="http://www.edison.tn.gov">www.edison.tn.gov</a>
Flexible Benefits medical & dependent care transportation & parking (state employees only)	Optum Financial Benefits Administration	866.600.4984 — 24/7 800.253.9981 — M-F, 8-4:30	<a href="http://optumbank.com/Tennessee">optumbank.com/Tennessee</a> <a href="http://tn.gov/partnersforhealth">tn.gov/partnersforhealth</a>

## ONLINE RESOURCES

Visit the ParTNers for Health website at [www.tn.gov/PartnersForHealth](http://www.tn.gov/PartnersForHealth). It has information about all the benefits described in this guide. Enrollment forms and handbooks referenced in this guide are located on our website or you can get copies from your agency benefits coordinator. **REMEMBER WHEN ACCESSING THE STATE WEBSITE ALWAYS REFER TO THE INFORMATION SPECIFIED FOR HIGHER EDUCATION (HED)EMPLOYEES. There is information for all State employees on this site and the information may differ for different agencies of the State.**

The ParTNers for Health website also includes a green “Help” button, or live-chat feature, that is operational during normal business hours.

In Zendesk at [benefitssupport.tn.gov/hc/en-us](http://benefitssupport.tn.gov/hc/en-us), you can search the help center, find articles or submit questions. To access Zendesk, you can also click the blue “Questions?” button on the website.



# Frequently Asked Questions

## Where do I submit my paperwork?

Your original, completed paperwork and copies of your supporting documents should be returned to the Insurance/Payroll Office, using the email [utinsurance@tennessee.edu](mailto:utinsurance@tennessee.edu)

## I don't need any of the insurance coverage do I still need to submit the form?

Yes, you do need to submit the Enrollment Change Application/Beneficiary Form to Refuse coverage and to assign the beneficiary for your Basic Term Life Insurance that the University provides. Also, even though you completed a Beneficiary form for HR as a new employee, you still need to provide the Basic Life Insurance Beneficiary Form for your University provided insurance.

## Can I opt out of the Basic Life Insurance?

No, this is provided by the University and is in place with no changes.

## Which insurance plan should I choose?

This is a personal decision. Use the material in the packet to compare the plans to see what is best for your family. Here are some questions to consider: how do I use my insurance plan? Do I have maintenance prescriptions? Do I know of an elective surgery in the coming year? All of these can help you decide how you use your insurance.

## What's the difference between the four networks?

The network is simply a group of doctors. If you have an established doctor in the area, contact their office and ask if they participate in BCBS Network S or Cigna Local Plus. If they do, choose the one they are in. If you don't have a doctor in the area or don't care to switch doctors, both networks offer a large selection of providers who do participate. The two Broad Networks, P and OAP, are for employees who may have providers that are not in the narrow networks. BEFORE ENROLLING IN THE BROAD NETWORK BE SURE YOU NEED THEM. There is a premium addition as well as increased service costs and you may not need the broad network. If you are in question, contact one of our team of ABC's at the [utinsurance.tennessee.edu](mailto:utinsurance.tennessee.edu) email for assistance. AS a reminder ALWAYS go In-Network for the best use of your plan benefits.

## Do I have to enroll in Dental and Vision insurance if I enrolled in the Medical plan?

No you do not. You can enroll in one or all of the plans or any combination. Enroll only in what you need. Also keep in mind that dependents cannot be enrolled in plans that you as the employee do not participate.

## What if I haven't received my insurance cards?

Use the numbers or websites listed in the Eligibility Guide to follow-up with the vendors.

## When can I go to the doctor?

You are eligible to use your insurance on or any time after the effective date of your benefits.

## What if I need to see a doc and haven't received my insurance cards?

Call the insurance office at 865-974-5251 and the ABC can help you.

## What is the hospital discount?

Any benefit eligible University employee and their family, not participating in the state plan, receives a 25% discount on hospital billed charges.

Employees participating in the Premier PPO will receive a 100% discount.

Employees participating in the CDHP or the Standard PPO will receive a 25% discount. Emergency Room charge is not included as they are private contractors.

For more information on the discount contact the Patient Access team at 865-305-9501.

## How do I find a doctor at University Hospital?

Contact the Healthcare Coordination Team at 865-305-6970.

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# INTRODUCTION

Benefits Administration, within the Department of Finance and Administration, manages the State Group Insurance Program. ParTNers For Health is the official logo and website name for Benefits Administration.

The State Group Insurance Program's State Plan includes employees of state government and higher education. This guide explains insurance options and coverage rules for state and higher education employees participating in the State Plan. There is a separate guide for continuing insurance at retirement.

If you are eligible for the State Plan, you may enroll in health, dental, vision, life and disability insurance. Flexible spending accounts are also available.

## Authority

The State Insurance Committee is authorized to determine the premiums, benefits package, funding method, administrative procedures, eligibility provisions and rules relating to the State Plan. You will be given written notice of changes.

### State Insurance Committee

- Commissioner of Finance and Administration (Chairman)
- State Treasurer
- Comptroller of the Treasury
- Commissioner of Commerce and Insurance
- Commissioner of Human Resources
- Two members elected by popular vote of general state employees
- One higher education member selected under procedure established by the Tennessee Higher Education Commission
- One member from the Tennessee State Employees Association selected by its Board of Directors
- Chairs of the House and Senate Finance, Ways and Means Committees

Certain state and federal laws and regulations, which may be amended or the subject of court rulings, apply to the group insurance program. These laws, regulations and court rulings shall control over any inconsistent language in this guide.



# ELIGIBILITY AND ENROLLMENT

## Employees

### Eligible

- Full-time employees regularly scheduled to work at least 30 hours per week
- All other individuals cited in state statute, approved as an exception by the State Insurance Committee or defined as full-time employees for health insurance purposes by federal law

### NOT Eligible

Individuals who do not meet the employee eligibility rules outlined above are ineligible UNLESS they otherwise meet the definition of an eligible employee under applicable state or federal laws or by approval of the State Insurance Committee. As an example, the following individuals are normally ineligible but might qualify for coverage if they meet the federal definition of a full-time employee under the Patient Protection and Affordable Care Act:

- Individuals performing services on a contract basis
- Individuals in positions that are temporary appointments

## Dependents

If you enroll in health, vision or dental coverage, you may also enroll your eligible dependents. You or your spouse must be enrolled in voluntary term life in order to add a child term rider to the coverage.

### Eligible

- Spouse (legally married)
- Natural or adopted children
- Stepchildren
- Children for whom you are the legal guardian, custodian or conservator

### Not Eligible

- Ex-spouse (even if court ordered)
- Parents of the employee or spouse
- Children in the care, custody or guardianship of the Tennessee Department of Children's Services or equivalent placement agency who are placed with the head of contract for temporary or long-term foster care
- Children over age 26 (unless they meet qualifications for incapacitation/disability)
- Live-in companions who are not legally married to the employee

All eligible dependents must be listed by name on the enrollment change application in part 7 ([https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1043\\_2021.pdf](https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1043_2021.pdf)). You are also required to provide a valid Social Security number for a dependent (if they are eligible for one). Other required information includes date of birth, relationship, gender and acquire date.

Proof of the dependent's eligibility is also required. Refer to the dependent definitions and required documents chart below and also at [tn.gov/content/dam/tn/finance/fa-benefits/documents/deva\\_eligible\\_docs.pdf](https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/deva_eligible_docs.pdf) for the types of proof you must provide.

A dependent can only be covered once within the State Plan but can be covered under two separate plans (state, local education or local government). Dependent children are usually eligible for coverage through the last day of the month of their 26th birthday. Orders for guardianship, custody or conservatorship may expire at an earlier age. If you have a dependent who is not your child, but is placed with you by a placement order, coverage will be terminated when the order expires unless additional eligibility requirements are met.





# DEPENDENT ELIGIBILITY

## Definitions and Required Documents

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TYPE OF DEPENDENT	DEFINITION	REQUIRED DOCUMENT(S) FOR VERIFICATION
<b>Spouse</b>	A person to whom the participant is legally married	<p>You will need to provide a document proving marital relationship <b>AND</b> one document from the additional documents list below:</p> <p><b>Proof of Marital Relationship</b></p> <ul style="list-style-type: none"> <li>• Government-issued marriage certificate or license</li> <li>• Naturalization papers indicating marital status</li> </ul> <p><b>Additional Documents</b></p> <ul style="list-style-type: none"> <li>• Bank Statement issued within the last six months with both names; <b>or</b></li> <li>• Mortgage Statement issued within the last six months with both names; <b>or</b></li> <li>• Residential Lease Agreement within the current terms with both names; <b>or</b></li> <li>• Credit Card Statement issued within the last six months with both names; <b>or</b></li> <li>• Property Tax Statement issued within the last 12 months with both names; <b>or</b></li> <li>• The first page of most recent Federal Tax Return filed showing “married filing jointly” or “married filing separately” with the name of the spouse provided thereon; submit page 1 of the return with the income figures blacked out</li> </ul> <p><b>If just married in the previous 12 months, only a marriage certificate is needed for proof of eligibility</b></p>
<b>Natural (biological) child under age 26</b>	A natural (biological) child	<p>The child’s birth certificate (will accept mother’s copy for newborn); <b>or</b></p> <p>Certificate of Report of Birth (DS-1350); <b>or</b></p> <p>Consular Report of Birth Abroad of a Citizen of the United States of America (FS-240); <b>or</b></p> <p>Certification of Birth Abroad (FS-545)</p>
<b>Adopted child under age 26</b>	A child the participant has adopted or is in the process of legally adopting	<p>Final court order granting adoption; <b>or</b></p> <p>International adoption papers from country of adoption; <b>or</b></p> <p>Court order placing child in custody of member for purpose of adoption</p>
<b>Child under age 26 placed for guardianship, custody or conservatorship with the head of contract* (placement order active or expired due to age of majority)</b>	A child under age 26 for whom the head of contract is or has been the legal guardian, custodian or conservator	Valid order by a court of competent jurisdiction (placement order) establishing guardianship, custody or conservatorship arrangement between child and head of contract; <b>and</b> an attestation signed by the head of contract upon initial enrollment and upon request
<b>Stepchild under age 26</b>	A stepchild	Verification of marriage between employee and spouse (as outlined above) <b>and</b> birth certificate of the child showing the relationship to the spouse, <b>or</b> documents determined by BA to be the legal equivalent
<b>Disabled dependent</b>	A dependent of any age who falls under one of the categories previously listed and due to a mental or physical disability, is unable to earn a living. The dependent’s disability must have begun before age 26 and while covered under a state-sponsored plan.	<p>Certificate of Incapacitation for Dependent Child form must be submitted prior to the dependent’s 26th birthday.</p> <p>The insurance carrier will review the form, make a determination and provide BA with documentation once a determination has been made. If approved for incapacity, the child will continue the same coverage.</p>

\*Head of contract is the person who elects coverage and has authority to change coverage elections.

**Never send original documents. Please mark out or black out any Social Security numbers and any personal financial information on the copies of your documents BEFORE you return them.**

Children who are mentally or physically disabled and not able to earn a living may continue coverage beyond age 26 if they were disabled before their 26th birthday and they were already insured under the State Group Insurance Program. The child must meet the requirements for dependent eligibility. A request for extended coverage must be provided to Benefits Administration before the dependent's 26th birthday. The insurance carrier will decide if a dependent is eligible based on disability. Coverage will end and will not be restored once the child is no longer disabled.

An employee may not be enrolled as both head of contract and dependent within the State Plan. A newly hired employee can choose coverage for his/her spouse as a dependent when that spouse is an eligible employee who declined coverage when first eligible. The employee's spouse will have dependent status unless he/she requests to change during the annual enrollment period or later qualifies under the special enrollment provisions. The spouse who is also an employee, however, may only apply as an employee for the voluntary term life insurance program.

## Enrollment and Effective Date of Coverage

Enrollment must be completed and submitted to BA within 30 calendar days of your hire date or date of becoming eligible. The 30 days includes the hire date or other date you become eligible. You should enroll as quickly as possible to avoid the possibility of double premium payroll deductions.

If you are a newly hired employee (including someone who comes from the local education or local government plans or from a higher education institution or someone moving between higher education institutions), most coverages will start on the first day of the month following your hire date and completion of one calendar month of employment with your new employer. Voluntary term life insurance will not start until you have completed three full calendar months of employment.

You must be in a positive pay status on the day your coverage begins. Positive Pay Status — Being paid even if you are not actually performing your normal work duties. This is related to any type of approved leave with pay.

If you are an existing employee with at least one calendar month of employment followed by gaining eligibility for coverage (including seasonal employees hired prior to July 1, 2015, part-time to full-time and emergency appointment to permanent employment), most coverages start the first day of the month following gaining eligibility for coverage and your submission of a completed enrollment form to BA. Voluntary term life insurance will not start until you have completed three full calendar months of employment.

If you enroll dependents during your initial enrollment period, their coverage starts on the same day as yours. If served with a Qualified Medical Child Support Order that requires a child to be enrolled on the state plan, the child will be enrolled, and the child's coverage will start according to the terms of the order.

If you do not enroll in health coverage by the end of your enrollment period, you must wait for the annual enrollment period, unless you have a qualifying event during the year. Refer to the special enrollment provisions on pages 8-9 of this guide for more information.

Insurance cards will be mailed to you three to four weeks after your application is processed. You may call the insurance carrier to ask for extra cards or print a temporary card from the carrier's website.

## Choosing a Premium Level

There are four premium levels for health, dental and vision coverage. You may choose the same or different levels for health, dental and vision.

- Employee Only
- Employee + Child(ren)
- Employee + Spouse
- Employee + Spouse + Child(ren)

Family Coverage — Any coverage level other than "Employee Only."

If you enroll as a family, which is any coverage level other than Employee Only, all of you must enroll in the same health, dental and vision options. However, if you are married to an employee who is also a member of the state, local education or local government plan, you can each enroll in Employee Only coverage if you are not covering dependent children. If you have children, one of you can choose Employee Only and the other can choose Employee + Child(ren). Then you can each choose your own benefit option and carrier.

If you are in the State Plan and your spouse is also in the State Plan, you both may want to think about choosing coverage as the head of contract. State Plan employees can get a higher level of basic term life insurance coverage as the head of contract. Refer to the available benefits section of this guide beginning on page 15 for more information.

## Premium Payment

For higher education employees, the state pays about 80% of the cost of your health insurance premium if you are in a positive pay status or on approved family medical leave. If you are approved for worker's compensation and receiving pay for lost time, the state pays the entire health insurance premium.

Insurance premiums are taken from the paycheck you get at the end of each month to pay for the next month's coverage.

Voluntary coverages, such as dental, disability and vision get no state support, and you must pay the total premium.

The plan permits a 30-day deferral of premium for premiums being billed directly instead of through payroll deduction. If the premium is not paid at the end of that deferral period, coverage will be cancelled back to the last month for which you paid a premium. There is a one-time opportunity for coverage reinstatement.

Premiums are not prorated. You must pay the premium for the entire month in which the effective date occurs and for each covered month thereafter.

Pre-tax Premiums — State employee premiums for health, dental and vision are paid before income or Social Security tax is deducted. Pre-tax premiums reduce an employee's taxable income because they are taken out before taxes are withheld.

## Adding or Dropping Dependents

See below for new rules for Special Qualifying Events ( i.e. birth, marriage, loss of coverage, death, divorce)

## Annual Enrollment Period

Benefit information is mailed to you each fall. This information is also published on our Partners for Health website at [tn.gov/partnersforhealth](http://tn.gov/partnersforhealth). Review this information carefully to make the best decisions for you and your family members. The annual enrollment period gives you a chance to enroll in health, dental, vision, voluntary accidental death coverage, voluntary term life and disability insurance coverage. You can also make changes to your existing coverage, like increasing or decreasing voluntary term life insurance, transferring between health, dental, disability and vision options and cancelling insurance.

During the annual enrollment period, state employees (does not include higher education employees) MUST choose health savings account, or HSA amounts and all employees MUST choose flexible spending account election amounts if you want to put money in them for the next year.

Employees have one opportunity to revise annual enrollment elections as described in Plan Document Section 2. The Plan Document is posted on the Partners website under Publications at [tn.gov/PartnersForHealth](http://tn.gov/PartnersForHealth).

Most changes you request start the following January 1. However, voluntary term life and disability insurance may start January 1, February 1 or March 1. This is because the insurance carriers may need to review your medical history to determine if you qualify for coverage.

Benefit enrollments remain in effect for a full year (January 1 through December 31). However, you may cancel disability and voluntary term life coverage at any time. You may not cancel other coverage outside of the enrollment period unless eligibility is lost or there is a qualifying event. For more information, see the sections on cancelling coverage and special enrollment provisions that follow.

## Cancelling Coverage

Outside of the annual enrollment period, you can only cancel coverage (other than disability and voluntary term life insurance) for yourself and/or your covered dependents, IF:

- You lose eligibility for the State Group Insurance Program (e.g., changing from full-time to part-time)
- You experience a special qualifying event, family status change or other qualifying event as approved by Benefits Administration

You must notify your agency benefits coordinator of any event that causes you or your dependents to become ineligible for coverage. You must repay any claims paid in error. Refunds for any premium overpayments are limited to three months from the date notice is received.

When cancelled for loss of eligibility, coverage ends the last day of the month eligibility is lost. For example, coverage for dependent children generally ends on the last day of the month in which the child reaches age 26, unless otherwise stated in plan rules.

**Divorce** — If you request to terminate coverage of a dependent spouse while a divorce case is pending, such termination will be subject to laws and court orders related to the divorce or legal separation. This includes the requirements of Tennessee Code Annotated Section 34-4-106 and the requirement that you provide notice of termination of health insurance to your covered dependent spouse under Tennessee Code Annotated Section 56-7-2366. As the employee, it is your responsibility to make sure that any request to terminate your dependent spouse is consistent with those legal requirements.

**Cancelling coverage in the middle of the plan year** —You may only cancel coverage for yourself and/or your dependents in the middle of the plan year if you lose eligibility or you experience an event that results in you/your dependents becoming newly eligible for coverage under another plan. There are no exceptions. You have 60 days from the date that you and/or your dependents become newly eligible for other coverage to turn in an application and proof to your agency benefits coordinator ([www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1047\\_2020.pdf](http://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1047_2020.pdf)). The required proof is shown on the application. Events that might result in becoming newly eligible for coverage elsewhere are:

- Marriage, divorce, legal separation, annulment
- Birth, adoption/placement for adoption
- Death of spouse, dependent
- New employment, return from unpaid leave, change from part-time to full-time employment (spouse or dependents)
- Entitlement to Medicare, Medicaid or TRICARE
- Court decree or order
- Open enrollment
- Change in place of residence or workplace out of the national service area (i.e., move out of the U.S.)
- Marketplace enrollment (Marketplace enrollments are those offered under the Patient Protection and Affordable Care Act)

Once your application and required proof are received, the coverage end date will be either:

- The last day of the month before the eligibility date of other coverage; or
- The last day of the month that the event occurred

If you request to cancel disability coverage, 30 days advance written notice is required. You may request to cancel the Dental Health Maintenance Organization (Prepaid) plan if there is no participating general dentist within a 25-mile radius of your home address.

## Moving Between Plans

If you are eligible for coverage under more than one state-sponsored plan, you may move between the state, local education and local government plans. You may apply to change plans during the plan's designated annual enrollment period with an effective date of January 1 of the following year. In no case may you move to another state-sponsored plan and remain on your current plan as the head of contract.

## If You Don't Apply When First Eligible

If you do not enroll in coverage when you are first eligible, you must wait for the annual enrollment period. You can apply to enroll or make changes to your coverage during the year, but ONLY if you experience a special qualifying event, or you have a recognized status change as described below.

## Special Enrollment and Mid-Year Election Provisions

**Special Enrollment for Health Coverage** — If you or a dependent lose eligibility for coverage under any other group health insurance plan, or if you acquire a new dependent during the plan year, the federal Health Insurance Portability and Accountability Act may provide additional opportunities for you and eligible dependents to enroll in health coverage.

**Mid-Year Elections for Voluntary Programs** — You or eligible dependents may also enroll mid-year in voluntary dental, vision, disability and voluntary term life if you meet the requirements stated in the certificates of coverage for those programs.

**NOTE: Application for special enrollment or a mid-year election change** ([https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1043\\_2021.pdf](https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1043_2021.pdf)) **must be made:**

- **within 60 days** of the loss of eligibility for other health insurance coverage; or
- **within 30 days** of a new dependent's acquire date.

**You must also submit proof as listed on the enrollment application.**

**Retroactive coverage** (a coverage effective date that begins before an enrollment is completed and submitted to BA) **is not allowed except in the event of a birth, adoption and placement for adoption.** For all other events, the earliest effective date allowed for health coverage under this plan is the first day of the month following the date that your enrollment request, including all required documentation, is completed and submitted to BA. Note: Effective dates for voluntary dental, vision, disability and voluntary term life are specified in the certificates of coverage for those programs. Enrollment should be completed and submitted to BA as soon as possible to ensure the earliest possible effective date.

The chart below explains the kinds of events that afford special enrollment or mid-year election opportunities, the effective dates for coverage and the documentation you will need to provide.

QUALIFYING EVENT OR STATUS CHANGE*	EFFECTIVE DATE**	DOCUMENTATION REQUIRED***
An event causing the loss of eligibility for coverage from another group insurance plan	The effective date is the first day of the first calendar month after the date BA receives the request for enrollment	Written documentation from an employer, former employer, insurance company or former insurance company on company letterhead that lists (1) names of covered participants; (2) dates of coverage including your coverage at the time coverage in this plan was declined; (3) types of coverage (medical, dental, vision); (4) each participant that lost eligibility for coverage; (5) the date of loss of eligibility to continue coverage; and (6) the reason why eligibility for coverage was lost
An event that results in acquisition of a new dependent spouse or stepchild acquired by marriage, or a person placed with the head of contract pursuant to an order of guardianship, custody or conservatorship	The effective date is the first day of the first calendar month after the date BA receives the request for enrollment	<ol style="list-style-type: none"> <li>1. Marriage certificate</li> <li>2. Birth certificate (will accept mother's copy for newborn)</li> <li>3. Valid order of guardianship, custody or conservatorship (or legally equivalent order) by a court of competent jurisdiction ("placement order") and an applicable attestation signed by the head of contract</li> </ol>
An event that results in acquisition of a new dependent acquired by birth, adoption or placement in legal custody for adoption	The effective date is the date of birth, adoption or placement for adoption	<ol style="list-style-type: none"> <li>1. Birth certificate (will accept mother's copy for newborn)</li> <li>2. Final order of adoption or order of custody in anticipation of adoption</li> </ol>
<p>*Qualifying events and status changes are program specific. The rules for health and voluntary programs (dental, vision, disability and voluntary term life) may differ. Eligible persons may only enroll in the types of coverage lost (medical/medical; dental/dental; vision/vision).</p> <p>**Effective dates are program specific, and the rules for health and voluntary programs may differ.</p> <p>***Documentation can be program specific. The rules for health and voluntary programs may differ.</p> <p>For more information on special enrollment and mid-year elections, including who is eligible to enroll: See the medical plan document for health coverage rules and the certificates of coverage for the voluntary programs for rules specific to those programs. Those documents can be found at <a href="https://www.tn.gov/partnersforhealth/publications/publications.html">tn.gov/partnersforhealth</a> on the publications page. The direct link is <a href="https://www.tn.gov/partnersforhealth/publications/publications.html">https://www.tn.gov/partnersforhealth/publications/publications.html</a>.</p>		

## **Important Reminders**

- If you are adding dependents to your existing coverage, you can choose a different carrier or health care option, if eligible.
- If you or your dependents had Consolidated Omnibus Budget Reconciliation Act or COBRA continuation coverage under another plan and coverage has been exhausted, enrollment requirements will be waived if application is received within 60 days of the loss of coverage.
- Loss of eligibility does not include voluntary actions resulting in loss of coverage (such as voluntary cancellation of coverage and cancellation for not paying premiums), electing to cancel, waive or decline coverage during another plan's enrollment period, or termination of coverage for cause.
- Premiums are not prorated. If approved, you must pay premium for the entire month in which the effective date occurs.

# CONTINUING COVERAGE DURING LEAVE OR AFTER TERMINATION

## Extended Periods of Leave

### Family and Medical Leave Act

FMLA allows you to take up to 12 weeks of leave during a 12-month period for things like a serious illness, the birth or adoption of a child or caring for a sick spouse, child or parent. If you are on approved family and medical leave, you will continue to get state support of your health insurance premium. Initial approval for family and medical leave is up to each agency head. You must have completed a minimum of 12 months of employment and worked 1,250 hours in the 12 months immediately before the onset of leave. Cancellation due to failure to pay premiums does not apply to FMLA.

### Leave Without Pay — Health Insurance Continued

If continuing coverage while on an approved leave of absence, you must pay the total monthly health insurance premium once you have been without pay for one full calendar month. You will be billed at home each month for your share and the employer's share. The maximum period for a leave of absence is two continuous years. At the end of the two years, you must immediately report back to work for no less than one full calendar month before you can continue coverage during another leave of absence. If you do not immediately return to work at the end of two years of leave, coverage is cancelled, and COBRA eligibility will not apply.

### Leave Without Pay — Insurance Suspended

You may suspend coverage while on leave if your premiums are paid current. All insurance programs are suspended, including any voluntary coverage. The \$20,000 basic term life and the \$40,000 basic accidental death coverages provided at no cost to all eligible employees will remain in effect. You may reinstate coverage when you return to work. If cancelled for nonpayment, you must wait for the next annual enrollment period to re-enroll unless you have a qualifying event under the special enrollment provisions during the year.

### To Reinstate Coverage After You Return

You must submit an application to your agency benefits coordinator within 30 days of your return to work. You must enroll in the same health option you had before. If you do not enroll within 30 days of your return to work, you must wait for the next annual enrollment period to re-enroll unless you have a qualifying event under the special enrollment provisions during the year. Coverage goes into effect the first day of the next month after you return to work. There are additional requirements for the disability insurance that may be found in the sample certificate of coverage.

If you and your spouse are both insured with the State Group Insurance Program, you can be covered by your spouse as a dependent during your leave of absence. Any deductibles or out-of-pocket expenses will be transferred to the new contract. To transfer coverage, submit an enrollment application to suspend your coverage. Your spouse should submit an enrollment application to add you as a dependent. Benefits Administration must be contacted to assist with this change and to transfer deductibles and out-of-pocket expenses.

### Reinstatement for Military Personnel Returning from Active Service

An employee who returns to work after active military duty may reinstate coverage on the earliest of the following:

- The first day of the month, which includes the date discharged from active duty
- The first of the month following the date of discharge from active duty
- The date returning to active payroll
- The first of the month following return to the employer's active payroll

If restored before returning to the employer's active payroll, you must pay 100% of the total premium. In all instances, you must pay the entire premium for the month.

Reinstatement of coverage is not automatic. Military personnel must re-apply within 90 days from the end of leave.



## Leave Due to a Work-related Injury

If you have a work-related injury or illness, contact your agency benefits coordinator about how this will affect your insurance. You must keep insurance premiums current until you receive a notice of lost-time pay from the Division of Claims Administration. You will receive a refund for any health insurance payments you make once you receive notice.

If approved for lost-time pay, only the premium for health insurance is paid by your agency. You must pay the premium for any voluntary coverage on a monthly basis. You are responsible for 100% of the premium when lost-time pay ends if you do not have any paid leave.

All benefits paid by the plan for work-related injury or illness claims will be recovered. This means that you are required to repay all claims paid related to a work-related injury.

Lost-time Pay — Payments received due to lost time (without pay) caused by an approved work-related injury. Approved by the Department of Treasury, Division of Claims Administration.

## Termination of Employment

Your insurance coverages end when your agency terminates your employment and the information is sent to Benefits Administration.

- Higher education employees: Coverage will end on the last day of the month following the month you terminate employment. Disability insurance will end after your last day worked.

A COBRA notice to continue health, dental and/or vision coverage (depending upon your enrollment as an active employee) will be mailed to you. Disability and life insurance conversion notices will also be mailed, if applicable.

If your spouse is also insured as a head of contract under either the state, local education or local government plan, you have the option to move to your spouse's contract as a dependent. Application must be made within 60 days of your loss of eligibility for other coverage. See section on special enrollment provisions for details.

## Continuing Coverage through COBRA

You may be able to continue health, dental and/or vision insurance coverage under the Consolidated Omnibus Budget Reconciliation Act. This is a federal law known as COBRA. This law allows employees and dependents whose insurance would end to continue the same benefits for specific periods of time. You may continue health, dental and/or vision insurance if:

- Coverage is lost due to a qualifying event (refer to the COBRA brochure at [tn.gov/content/dam/tn/finance/fa-benefits/documents/cobra.pdf](http://tn.gov/content/dam/tn/finance/fa-benefits/documents/cobra.pdf) on our website for a list of events)
- You are not insured under another group health plan as an employee or dependent

BA will send you a COBRA packet to the address on file within 7-10 days after receiving notification of your coverage ending. Make sure your correct home address is on file with your agency benefits coordinator. You have 60 days from the date coverage ends or the date of the COBRA notice, whichever is later, to return your application to Benefits Administration. Coverage will be restored immediately if premiums are sent with the application. If you do not receive a letter within 30 days after your insurance ends, you should contact Benefits Administration.

## Continuing Coverage at Retirement

Please note that under TCA 8-27-205, your initial employment with the state or participating local education agency must have commenced prior to July 1, 2015 in addition to other eligibility criteria. There are separate eligibility guides for retirement insurance. The Guide to Continuing Insurance at Retirement for State and Higher Education is available on the Partners for Health website under "Publications" at [tn.gov/partnersforhealth](http://tn.gov/partnersforhealth).

## Coverage for Dependents in the Event of Your Death

If you die while actively employed, your covered dependents will be offered continuation of whatever state health, dental and vision insurance they have on the date of your death. Your dependents may also be able to convert life insurance.

**Health** — Your covered dependents get six months of health coverage at no cost. After that, your dependents may apply to continue health coverage under COBRA for a maximum of 36 months, as long as they remain eligible. Instead of COBRA, your eligible dependents may continue coverage through retiree group health if you meet the eligibility criteria for continuation of coverage as a retiree at the time of your death.

If you are a member of the Tennessee Consolidated Retirement System, election of a monthly pension benefit is one of the required criteria to continue insurance for your covered dependents on the retiree plan if you die. Your covered dependents do not have to be the pension beneficiaries, but if either you or your designated pension beneficiary elected to take a lump sum pension payout, this will result in your surviving dependents losing the right to continue retiree health insurance coverage even if the other eligibility criteria are met.

If eligible, premiums for continued coverage of your eligible surviving dependents will be deducted from your monthly TCRS pension check if a covered dependent is your designated pension beneficiary. Covered surviving dependents must submit insurance premiums directly to Benefits Administration if your TCRS pension check is insufficient to cover the premiums or if your designated pension beneficiary is someone other than a dependent covered on your insurance at the time of your death.

**Dental and Vision** — Your dependents may be eligible for continuation of dental and vision coverage through COBRA or the retirement program as outlined below.

Your surviving dependents covered under your dental and/or vision plan on the date of your death may continue their enrollment in the plan with one of the two options listed below. (**Note:** Your dependents must continue enrollment in the retiree health plan to be able to continue retiree vision insurance.)

- If you are eligible for continuation of coverage as a retiree at the time of your death, your dependents may elect COBRA or retiree continuation of dental and/or vision elections in effect for them on the date of your death
- If you are not eligible for continuation of coverage as a retiree at the time of your death, your dependents may elect COBRA continuation for dental and/or vision elections in effect for them on the date of your death.

All eligibility questions to continue coverage for surviving dependents on the state plans should be directed to Benefits Administration.

## If You Die in the Line of Duty

Your covered dependents will get six months of health coverage at no cost. After that, they may only continue health coverage at an active employee rate until they become eligible for other insurance coverage or they no longer meet the dependent eligibility rules.

## If You Are Covered Under COBRA

Your covered dependents will have up to a total of 36 months of COBRA, provided they continue to meet the eligibility requirements.

**Line of Duty** — An employee on the job in a positive pay status; as determined by the State Division of Claims Administration in the Department of Treasury.



# AVAILABLE BENEFITS

## Health Insurance

You have a choice of three health insurance options:

- Premier Preferred Provider Organization
- Standard PPO
- Consumer-driven Health Plan/Health Savings Account

You also have a choice of four insurance carrier networks. There are two narrow networks, BlueCross BlueShield Network S and Cigna LocalPlus, which exclude some providers to keep premiums and rate increases low. There are two broad networks, BlueCross BlueShield Network P and Cigna Open Access Plus, for maximum choice. The broad networks include additional monthly premium costs: \$65 more each month for employee-only coverage or employee+child(ren) coverage and \$130 more each month for employee+spouse coverage or employee+spouse+child(ren) coverage.

- BlueCross BlueShield Network S
- BlueCross BlueShield Network P
- Cigna LocalPlus Network
- Cigna Open Access Plus Network

With each health insurance option, you can see any doctor you want. However, each carrier network has a list of doctors, hospitals and other health care providers that you are encouraged to use. The in-network providers have agreed to take lower fees for their services. Your cost is higher if you use out-of-network providers.

**Network providers and facilities can and do change. Benefits Administration cannot guarantee all providers and hospitals that are in a network when you enroll will stay in that network. A provider or hospital leaving a network is not a qualifying event and does not allow you to make changes.**

### Each health insurance option:

- Provides the **same comprehensive health insurance coverage** (although medical policies for specific services may vary between carriers)
- Includes in-person and telehealth medical services through PhysicanNow or MDLive programs sponsored by BCBST and Cigna
- Covers **in-network preventive care** (like annual well visits and routine screenings) **at no cost to you**
- Covers **maintenance** prescription drugs without having to first meet a deductible
- Has a deductible
- Has out-of-pocket maximums to limit your costs

### There are some differences between the PPOs and the CDHP:

#### With the PPOs

- You pay a higher monthly premium but have a lower deductible
- You pay fixed copays for doctor office visits and prescription drugs without first having to meet your deductible

#### With the CDHP/HSA

- You pay a lower monthly premium but have a higher deductible
- You pay the full discounted network cost for **ALL** health care expenses, except for in-network preventive care and certain maintenance drugs, until you meet your deductible
- You have a tax-free HSA which can be used to cover your qualified medical expenses, including your deductible

## CDHP/HSA

If you enroll in this option, the state will deposit \$250 for employee-only coverage or \$500 for family coverage into your HSA. If your coverage effective date is September 2 through the end of the year, you will not receive the state contribution toward your HSA.

## Health Savings Account

If you enroll in the CDHP, an HSA will be set up for you. You can contribute pre-tax money to your HSA through payroll deduction to cover your qualified medical expenses, including your deductible, or save it. For example, you could take the money you save in premiums for this plan versus a PPO and put it in your HSA. The HSA is managed by Optum Financial, a company selected and contracted by the state.

### Benefits of an HSA

- The money you save in the HSA (both yours and any employer contributions) rolls over each year and collects interest. You don't lose it at the end of the year.
- You can use money in your account to pay your deductible and qualified medical, behavioral health, vision and dental expenses.
- The money is yours. You take your HSA with you if you leave or retire.
- The HSA offers a triple tax advantage on money in your account:
  1. Both employer and employee contributions are tax free
  2. Withdrawals for qualified medical expenses are tax free
  3. Interest accrued on HSA balance is tax free
- The HSA can be used to pay for qualified medical expenses that may not be covered by your health insurance plan (like vision and dental expenses, hearing aids, contact lens supplies and more) with a great tax advantage.
- It serves as another retirement savings account option. Money in your account can be used tax-free for health expenses even after you retire. When you turn 65, it can be used for non-medical expenses, but non-medical expenses will be taxed.

### Contribution Limits

- IRS guidelines allow total tax-free annual contributions up to \$3,650 for individuals and \$7,300 for families in 2022.
- At age 55 and older, you can make an additional \$1,000/year contribution.

These limits include the \$250 individual and \$500 family state contributions, and (for state employees only) any wellness incentives you may choose to have added to your HSA.

Your full HSA contribution is not available up-front at the beginning of the year or after you enroll. Your pledged amount is taken out of each paycheck each pay period. You may only spend the money that is available in your HSA at the time of service or care.

Enrolling in Social Security at age 65 automatically triggers Medicare Part A enrollment. If enrolled in a CDHP, this may have tax consequences and affect your HSA contribution. Consult with your tax advisor for advice.

### CDHP/HSA Restrictions

You cannot enroll if you are enrolled in another plan, including a PPO, your spouse's plan or any government plan (e.g., Medicare A and/or B, Medicaid, TRICARE, Social Security benefits), or if you have received care from any Veterans Affairs facility or the Indian Health Services within the past three months. Generally, members receiving free care at any VA facility cannot enroll in the CDHP because an HSA is automatically opened for them. Individuals are not eligible to make HSA contributions for any month if they receive medical benefits from the VA at any time during the previous three months. However, members may be eligible if they did not receive any care from a VA facility for three months, or the member only receives care from a VA facility for a service-connected disability (it must be a disability). Go to [https://www.irs.gov/irb/2004-33\\_IRB/ar08.html](https://www.irs.gov/irb/2004-33_IRB/ar08.html) for HSA eligibility information.

## HSA and FSA Restrictions

You cannot enroll in the CDHP/HSA if either you or your spouse have a medical flexible spending account or health reimbursement account at either employer. But if your employer offers one, you can have a limited purpose FSA for vision or dental expenses along with your HSA.

## Pharmacy

Pharmacy benefits are included when you and your dependents enroll in a health plan. The plan you choose determines the out-of-pocket prescription costs. Specialty drugs must be filled through a Specialty Network Pharmacy and can only be filled every 30 days.

There are lower out-of-pocket costs on a large group of maintenance drugs. To pay the lower price for these certain medications, you must use the special, less costly Retail-90 network (pharmacy or mail order) and fill a 90-day supply of your medication. The maintenance tier list includes certain medications for high blood pressure, high cholesterol, coronary artery disease, congestive heart failure, depression, asthma/chronic obstructive pulmonary disease, diabetes (oral medications, insulins, needles, test strips and lancets) and some osteoporosis medications.

Eligible members will be able to receive certain low-dose statins in-network at zero cost share. These medications are primarily used to treat high cholesterol. No high-dose or brand statins are included.

Any and all compound medications (as determined by the pharmacy benefits manager) must be processed electronically. Paper claims will not be reimbursed and will be denied. In addition, many compound medications require prior authorization by the pharmacy benefits manager before claims processing and determination on payment will occur.

Members won't have to pay for some specific medications used to treat opioid dependency.

## Basic Features of the Health Options

In-network	PPOs (Premier & Standard)	CDHP/HSA
<b>Covered Services</b>	Each option covers the same set of services	
<b>Preventive Care</b> — routine screenings and preventive care	Covered at 100% (no deductible)	
<b>Employee Contribution</b> — premium	Higher than the CDHP	Lower than the PPOs
<b>Deductible</b> — the dollar amount of covered services you must pay each calendar year before the plan begins reimbursement	Lower than the CDHP	Higher than the PPOs
<b>Physician Office Visits</b> — includes specialists and behavioral health and substance use services	You pay fixed copays without having to first meet your deductible	You pay the discounted network cost until the deductible is met, then you pay coinsurance
<b>Non Office Visit Medical Services</b> — hospital, surgical, therapy, ambulance, advanced X-rays	You pay the discounted network cost until the deductible is met, then you pay coinsurance	
<b>Prescription Drugs</b>	You pay fixed copays without having to first meet your deductible	You pay for the medication at the discounted network cost until your deductible is met, then you pay coinsurance until you meet the out-of-pocket maximum
<b>Out-of-Pocket Maximum</b> — The most you pay for covered services; once you reach the out-of-pocket maximum, the plan pays 100%	Higher than the CDHP	Lower than the PPOs
<b>Health Savings Account</b>	None	The state will contribute \$250 for single coverage and \$500 for family coverage to help offset the deductible — your contributions are pre-tax

## 2022 Health Plan Comparison, page 1

PPO services in this table **ARE NOT subject to a deductible**. CDHP/HSA services in this table ARE subject to a deductible with the exception of in-network preventive care and 90-day supply maintenance medications. In the table, \$ = your copayment amount; % = your coinsurance; and 100% covered or No charge = you pay \$0 in-network. See footnote on page 19.

HEALTH CARE OPTION	PREMIER PPO Member Costs		STANDARD PPO Member Costs	
	IN-NETWORK <sup>[1]</sup>	OUT-OF-NETWORK <sup>[1]</sup>	IN-NETWORK <sup>[1]</sup>	OUT-OF-NETWORK <sup>[1]</sup>
<b>PREVENTIVE CARE — OFFICE VISITS</b>				
Well-baby, well-child visits as recommended Adult annual physical exam Annual well-woman exam Immunizations as recommended Annual hearing and non-refractive vision screening Screenings including Pap smears, labs, nutritional guidance, tobacco cessation counseling and other services as recommended	No charge	\$45	No charge	\$50
<b>OUTPATIENT SERVICES — SERVICES SUBJECT TO A COINSURANCE MAY BE EXTRA</b>				
<b>Primary Care Office Visit</b> Family practice, general practice, internal medicine, OB/GYN and pediatrics Provider-based telehealth Nurse practitioners, physician assistants and nurse midwives (licensed health care facility only) working under the supervision of a primary care provider Including surgery in office setting and initial maternity visit	\$25	\$45	\$30	\$50
<b>Specialist Office Visit</b> Including surgery in office setting Provider-based telehealth Nurse practitioners, physician assistants and nurse midwives (licensed health care facility only) working under the supervision of a specialist	\$45	\$70	\$50	\$75
<b>Behavioral Health and Substance Use</b> <sup>[2]</sup> Including virtual visits	\$25	\$45	\$30	\$50
<b>Telehealth (MDLive/PhysicianNow)</b>	\$15	N/A	\$15	N/A
<b>Allergy Injection without an Office Visit</b>	100% covered	100% covered up to MAC	100% covered	100% covered up to MAC
<b>Chiropractic and Acupuncture</b> Limit of 50 visits of each per year	Visits 1-20: \$25 Visits 21-50: \$45	Visits 1-20: \$45 Visits 21-50: \$70	Visits 1-20: \$30 Visits 21-50: \$50	Visits 1-20: \$50 Visits 21-50: \$75
<b>Convenience Clinic</b>	\$25	\$45	\$30	\$50
<b>Urgent Care Facility</b>	\$45	\$70	\$50	\$75
<b>Emergency Room Visit</b>	\$150		\$175	
<b>PHARMACY</b>				
<b>30-Day Supply</b>	\$7 generic; \$40 preferred brand; \$90 non-preferred	copay plus amount exceeding MAC	\$14 generic; \$50 preferred brand; \$100 non-preferred	copay plus amount exceeding MAC
<b>90-Day Supply</b> (90-day network pharmacy or mail order)	\$14 generic; \$80 preferred brand; \$180 non-preferred	N/A - no network	\$28 generic; \$100 preferred brand; \$200 non-preferred	N/A - no network
<b>90-Day Supply</b> (certain maintenance medications from 90-day network pharmacy or mail order) <sup>[3]</sup>	\$7 generic; \$40 preferred brand; \$160 non-preferred	N/A - no network	\$14 generic; \$50 preferred brand; \$180 non-preferred	N/A - no network
<b>Specialty Medications</b> (30-day supply from a specialty network pharmacy)	10%; min \$50; max \$150	N/A - no network	10%; min \$50; max \$150	N/A - no network

CDHP/HSA Member Costs	
IN-NETWORK <sup>[1]</sup>	OUT-OF-NETWORK <sup>[1]</sup>
No charge	40%
20%	40%
20%	40%
20%	40%
20%	40%
20%	N/A
20%	40%
20%	40%
20%	40%
20%	40%
20%	
20%	40% plus amount exceeding MAC
20%	N/A - no network
10% without first having to meet deductible	N/A - no network
20%	N/A - no network

## 2022 Monthly Premiums for Health

ALL REGIONS					
	BCBST S	CIGNA LOCALPLUS	BCBST P	CIGNA OPEN ACCESS	EMPLOYER SHARE
<b>PREMIER PPO</b>					
Employee Only	\$143	\$143	\$208	\$208	\$573
Employee + Child(ren)	\$215	\$215	\$280	\$280	\$859
Employee + Spouse	\$308	\$308	\$438	\$438	\$1,232
Employee + Spouse + Child(ren)	\$372	\$372	\$502	\$502	\$1,489
<b>STANDARD PPO</b>					
Employee Only	\$98	\$98	\$163	\$163	\$573
Employee + Child(ren)	\$147	\$147	\$212	\$212	\$859
Employee + Spouse	\$210	\$210	\$340	\$340	\$1,232
Employee + Spouse + Child(ren)	\$253	\$253	\$383	\$383	\$1,489
<b>CDHP/HSA</b>					
Employee Only	\$64	\$64	\$129	\$129	\$573
Employee + Child(ren)	\$96	\$96	\$161	\$161	\$859
Employee + Spouse	\$137	\$137	\$267	\$267	\$1,232
Employee + Spouse + Child(ren)	\$165	\$165	\$295	\$295	\$1,489

**Note:** This grid is available in a one-page, easy-to-use format at this link on the Benefits Administration website: [www.tn.gov/content/dam/tn/finance/fa-benefits/documents/benefit\\_grid\\_2022\\_st\\_he\\_final.pdf](http://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/benefit_grid_2022_st_he_final.pdf)



## 2022 Health Plan Comparison, page 2

PPO services in this table **ARE subject to a deductible unless noted with a [5]**. CDHP/HSA services in this table ARE subject to a deductible with the exception of in-network preventive care. In the table, \$ = your copayment amount; % = your coinsurance; No charge = you pay \$0 in-network. See footnote on page 19.

HEALTH CARE OPTION	PREMIER PPO Member Costs		STANDARD PPO Member Costs	
	IN-NETWORK <sup>[1]</sup>	OUT-OF-NETWORK <sup>[1]</sup>	IN-NETWORK <sup>[1]</sup>	OUT-OF-NETWORK <sup>[1]</sup>
<b>PREVENTIVE CARE — OUTPATIENT FACILITIES</b>				
Recommended screenings such as colonoscopy, mammogram, colorectal and bone density scans	No charge <sup>[5]</sup>	40%	No charge <sup>[5]</sup>	40%
<b>OTHER SERVICES</b>				
<b>Hospital/Facility Services</b> <sup>[4]</sup> Inpatient care <sup>[7]</sup> ; outpatient surgery <sup>[7]</sup> Inpatient behavioral health and substance use <sup>[2] [6]</sup>	10%	40%	20%	40%
<b>Maternity</b> Global billing for labor and delivery and routine services beyond the initial office visit	10%	40%	20%	40%
<b>Home Care</b> <sup>[4]</sup> Home health; home infusion therapy	10%	40%	20%	40%
<b>Rehabilitation and Therapy Services</b> Inpatient and skilled nursing facility <sup>[4]</sup> ; outpatient <b>IN-NETWORK outpatient PT/ST/OT</b> <sup>[5]</sup>	10%	40%	20%	40%
<b>X-Ray, Lab and Diagnostics</b> (not including advanced X-rays, scans and imaging) <sup>[5]</sup>	10%		20%	
<b>Advanced X-Ray, Scans and Imaging</b> Including MRI, MRA, MRS, CT, CTA, PET and nuclear cardiac imaging studies <sup>[4]</sup>	10%	40%	20%	40%
<b>Pathology and Radiology Reading, Interpretation and Results</b> <sup>[5]</sup>	10%		20%	
<b>Ambulance</b> (medically necessary, air and ground)	10%		20%	
<b>Equipment and Supplies</b> <sup>[4]</sup> Durable medical equipment and external prosthetics Other supplies (i.e., ostomy, bandages, dressings)	10%	40%	20%	40%
<b>Also Covered</b>	Certain limited Dental benefits, Hospice Care and Out-of-Country Charges are also covered.			
<b>DEDUCTIBLE</b>				
Employee Only	\$500	\$1,000	\$1,000	\$2,000
Employee + Child(ren)	\$750	\$1,500	\$1,500	\$3,000
Employee + Spouse	\$1,000	\$2,000	\$2,000	\$4,000
Employee + Spouse + Child(ren)	\$1,250	\$2,500	\$2,500	\$5,000
<b>OUT-OF-POCKET MAXIMUM – MEDICAL AND PHARMACY COMBINED – ELIGIBLE EXPENSES, INCLUDING DEDUCTIBLE, COUNT TOWARD THE OUT-OF-POCKET MAXIMUM</b>				
Employee Only	\$3,600	\$7,200	\$4,000	\$8,000
Employee + Child(ren)	\$5,400	\$10,800	\$6,000	\$12,000
Employee + Spouse	\$7,200	\$14,400	\$8,000	\$16,000
Employee + Spouse + Child(ren)	\$9,000	\$18,000	\$10,000	\$20,000
<b>CDHP STATE HEALTH SAVINGS ACCOUNT (HSA) CONTRIBUTION</b>				
For individuals who enroll in the CDHP/HSA	N/A		N/A	

**Note:** This grid is available in a one-page, easy-to-use format at this link on the Benefits Administration website:

[www.tn.gov/content/dam/tn/finance/fa-benefits/documents/benefit\\_grid\\_2022\\_st\\_he\\_final.pdf](http://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/benefit_grid_2022_st_he_final.pdf)

CDHP/HSA	
Member Costs	
IN-NETWORK <sup>[1]</sup>	OUT-OF-NETWORK <sup>[1]</sup>
No charge	40%
20%	40%
20%	40%
20%	40%
20%	40%
20%	40%
20%	40%
20%	40%
20%	40%
20%	40%
20%	40%
See Member Handbook for coverage details.	
\$1,500	\$3,000
\$3,000	\$6,000
\$3,000	\$6,000
\$3,000	\$6,000
\$2,500	\$5,000
\$5,000	\$10,000
\$5,000	\$10,000
\$5,000	\$10,000
\$250 for employee only; \$500 for employee+child(ren), employee+spouse and employee+spouse+child(ren) coverage	

## Using Edison ESS

Edison is the State of Tennessee's enterprise resource planning system. When using Edison ESS, if your device has Windows 10, the preferred browser for Edison is Microsoft Edge. Internet Explorer 11 will work on older devices that have previous versions of Windows.

## Passwords

If you have logged in to Edison before and don't remember your Access ID, go to the Edison home page and click on the Retrieve Access ID button. If you've never used Edison or have changed agencies since the last time you logged in, click the First Time Login/New Hire link. If you know your Access ID but need to reset your password, click the red Employee Portal Login button, enter your Access ID and click Continue. Then click the link that says Forgot your Password? You can also view helpful troubleshooting videos on the Partners for Health website at [www.tn.gov/partnersforhealth/videos.html](http://www.tn.gov/partnersforhealth/videos.html).

- Active State of Tennessee employees can call the Edison Help Desk for password assistance at 866.376.0104.
- Higher Education employees can call the Benefits Administration Service Center at 800.253.9981 or 615.741.3590.

Only eligible expenses will apply toward the deductible and out-of-pocket maximum. Charges for non-covered services and amounts exceeding the maximum allowable charge will not be counted. **For PPO Plans**, no single family member will be subject to a deductible or out-of-pocket maximum greater than the "employee only" amount. Once two or more family members (depending on premium level) have met the total deductible and/or out-of-pocket maximum, it will be met by all covered family members. **For CDHP Plan**, the deductible and out-of-pocket maximum amount can be met by one or more persons but must be met in full before it is considered satisfied. See the "Out of Pocket Maximums" section in the Member Handbook for more details. For CDHP Plan, coinsurance is after deductible is met unless otherwise noted.

[1] Subject to maximum allowable charge. The MAC is the most a plan will pay for a covered service. For non-emergent care from an out-of-network provider who charges more than the MAC, you will pay the copay or coinsurance PLUS the difference between MAC and actual charge, unless otherwise specified by state or federal law.

[2] The following behavioral health services are treated as "inpatient" for the purpose of determining member cost-sharing: residential treatment, partial hospitalization/day treatment programs and intensive outpatient therapy. In addition to services treated as "inpatient," prior authorization (PA) is required for certain outpatient behavioral health services including, but not limited to, applied behavioral analysis, transcranial magnetic stimulation, electroconvulsive therapy, psychological testing, and other behavioral health services as determined by the Contractor's clinical staff.

[3] Applies to certain antihypertensives for coronary artery disease and congestive heart failure); oral diabetic medications, insulin and diabetic supplies; statins; medications for asthma, COPD (emphysema and chronic bronchitis), depression and some osteoporosis medications.

[4] Prior authorization required for non-emergent services. When using out-of-network providers, benefits for non-emergent medically necessary services will be reduced by half if PA is required but not obtained, subject to the maximum allowable charge. If services are not medically necessary, no benefits will be provided.

[5] For PPO Plans, the deductible DOES NOT apply.

[6] Select Substance Use Treatment Facilities are preferred with an enhanced benefit - PPO members won't have to pay a deductible or coinsurance for facility-based substance use treatment; CDHP members must meet their deductible first, then coinsurance is waived. Copays for PPO and deductible/coinsurance for CDHP will apply for standard outpatient treatment services. Call 855-Here4TN for assistance.

[7] In-network benefits apply to certain out-of-network professional services at certain in-network facilities.

## Disability Insurance

The state offers voluntary disability benefits to full-time higher education employees.

- Full-time **higher education employees** may enroll in short term disability insurance. **Higher education employees should contact their agency benefits coordinators for more information on long term disability insurance available to them.**
- Those who enroll will pay 100% of the premium with after-tax dollars. By paying with after-tax dollars, any benefits paid to you will result in a tax-free benefit.
- Enroll in either or both of the state group insurance disability programs within the first 30 days of your eligibility date and you will not be required to answer any medical history questions. If you wait to apply for coverage during the next annual enrollment period or due to a special qualifying event, you will be required to answer questions about your full medical history. MetLife will review your completed medical questionnaire and determine whether to approve or deny your coverage.
- **You must use all of your accumulated leave (sick, annual and compensatory or comp time) before your disability payments begin.**
- Benefits payable during the payable benefit period may be reduced by other sources of income, e.g., worker's compensation, unemployment insurance and sick leave bank. See the certificate of coverage for a comprehensive list of other sources of income which may reduce the STD and/or LTD benefit.

### Why is having disability insurance important?

Disability Insurance is insurance for your paycheck. If you are unable to work due to sickness, pregnancy or as a direct result of accidental injury, disability insurance can help pay your most important expenses. These include:

- Mortgage or rent
- Car payments
- Food
- Child care/tuition
- Utilities

### Short term disability insurance (available to higher education employees)

Short term disability insurance replaces a percentage of your income during a disability, which could last up to 26 weeks. It may be good for those who:

- Have little annual or sick leave
- Take part in high-risk activities
- Don't have six-month emergency funds

To calculate your monthly premium, go to [metlife.com/StateOfTN](https://www.metlife.com/StateOfTN), click on state employees or higher education employees and then click on **Rates** at the top.

### Long term disability insurance (LTD)

Long term disability insurance is offered by the University (not the State) and therefore is not a state benefit. It replaces a percentage of your income during a disability that is expected to last for an extended period of time. This period of time is typically longer than 90 or 180 days. It may be good for those who:

- Need their income to pay for housing, food and other bills
- Would have trouble supporting themselves if out of work more than 90 days

To enroll in LTD please complete the separate form found in the Optional forms on the HR New Employee website [hr.utk.edu/welcome/](https://hr.utk.edu/welcome/)

**Note:** A complete description of the benefits, provisions, conditions, limitations and exclusions for both the MetLife STD and LTD plans will be included in their respective Certificate of Insurance. If any discrepancies exist between the information listed above and the legal plan documents, the legal plan documents will govern. We recommend you review these documents. These documents may be reviewed at [www.tn.gov/partnersforhealth/publications/publications.html](http://www.tn.gov/partnersforhealth/publications/publications.html).

## Short Term Disability Options

	Option A	Option B
<b>Eligibility</b>	All employees working not less than 30 hours/week or seasonal employees hired prior to July 1, 2015, with 24 months of service and certified by their appointing authority to work at least 1,450 hours per fiscal year (July-June), or deemed eligible by applicable federal law, state law or action of the State Insurance Committee.	
<b>% of Gross Annual Base Salary<sup>1</sup> Paid Weekly</b>	60% of salary paid weekly	
<b>Maximum Weekly Benefit</b>	Up to \$2,500	
<b>Minimum Weekly Benefit<sup>2</sup></b>	\$25	
<b>Elimination (Waiting) Period</b>	14 calendar days	30 calendar days
<b>Duration of Benefit</b>	26 weeks	
<b>Evidence of Insurability (EOI)<sup>3</sup></b>	Guaranteed Issue (no health questions asked) for New Hires who enroll within 30 days of eligibility date. A full Statement of Health is required for all new applicants and for current participants electing a higher plan of benefit during the 2022 Annual Enrollment period.	
<b>Pre-existing Condition<sup>4</sup></b>	None	

<sup>1</sup> Annual salary will be based on your date-of-hire salary for new hires; thereafter, the gross base annual salary you make on September 1 of each calendar year determines the benefit you are eligible for beginning October 1 of each calendar year.

<sup>2</sup> The Minimum Monthly Benefit will not apply if you are receiving 100% of Your Predisability Salary under your employer's paid leave policy, which includes annual, sick and comp time.

<sup>3</sup> MetLife will review your information and evaluate your request for coverage based upon your answers to the health questions, MetLife's underwriting rules and other information you authorize us to review. In certain cases, MetLife may request additional information to evaluate your request for coverage.

<sup>4</sup> Pre-existing Condition means a Sickness or accidental injury for which you: 1) received medical treatment, consultation, care or services; or took prescribed medication or had medications prescribed; in the 3 months before Your insurance under the certificate takes effect.

## 2022 Monthly Premiums for Short Term Disability

STD COST: PER \$100 OF MEMBER'S COVERED MONTHLY SALARY	
Option A: 60%, 14-day elimination period	\$0.41
Option B: 60%, 30-day elimination period	\$0.33



**Group Long-Term Disability Insurance  
Specialty Worksite**

**SUMMARY OF BENEFITS**

**Sponsored by: University of Tennessee**

**All Full-Time Employees**

Long-term disability is intended to protect your income for a long duration after you have depleted short-term disability or any sick leave your company may offer.

LTD Benefit				
	Monthly Benefit	Maximum Benefit Duration	Own Occupation Period	Elimination Period
<b>Employee Paid Plan</b>	66.67% of monthly salary up to \$8,000 per month	Later of Age 65 or Social Security Normal Retirement Age	36 Months	120 Days
<b>Pre-Existing Condition</b>	You may not be eligible for benefits if you have received treatment for a condition within 3 months prior to your effective date under this policy until you have been covered under the policy for 12 months.			
<b>Waiver of Premium</b>	You will not be required to pay premium during any time of approved total or partial disability.			
<b>Benefit Limitations</b>	Mental Illness: 24 Months Substance Abuse: 24 Months Specified Illness: No Limit			

**Enrolling for Coverage**

**Eligibility:** All employees in an eligible class.  
You are able to take advantage of this coverage now without a health examination. You may not be offered this opportunity again until your annual open enrollment.

Monthly Premium Calculation**			Composite Rate Factor: 0.00191
		EXAMPLE	
List your monthly earnings (*Maximum covered payroll is \$11,999 Monthly)	\$ _____	\$2,643	
Multiply by your premium factor	_____ 0.00191	0.00191	
Your Estimated Monthly Premium**	\$ _____	\$5.05	

\*\*This is an estimate of premium cost.  
Actual deductions may vary slightly due to rounding and payroll frequency.

## Dental Insurance

Two different dental plans are offered. You pay the full monthly premium. Both dental options have specific rules for benefits such as exams and major procedures and have a four-tier premium structure just like health insurance. You can enroll in dental coverage as a new employee or during the annual enrollment period. You may also enroll if you have a special qualifying event. You do not have to be enrolled in health coverage to be eligible for dental insurance.

## 2022 Monthly Premiums for Dental

	CIGNA DHMO (PREPAID) PLAN	DELTA DENTAL DPPO PLAN
<b>ACTIVE MEMBERS</b>		
Employee Only	\$13.84	\$19.82
Employee + Child(ren)	\$28.75	\$52.70
Employee + Spouse	\$24.54	\$38.98
Employee + Spouse + Child(ren)	\$33.74	\$80.72

### Cigna Dental Health Maintenance Organization (Prepaid)

- Must select and use for each covered family member a dentist from the Cigna list of dentists for the state plan. The network is a select number of dentists in Cigna DHMO. You may select a network pediatric dentist as the network general dentist for your dependent child under age 13. At age 13, you must switch the child to a network general dentist or pay the full charge from the pediatric dentist. The list of providers for the state may be found by visiting the website, <https://www.cigna.com/stateoftn/>.
- Copays for dental treatments, including adult and child orthodontia for up to 24 months
- An office visit fee copay applies per patient, per office visit, and is in addition to any other applicable patient charges
- No claim forms
- Preexisting conditions are covered if they are listed in the patient charge schedule, unless treatment starts before coverage begins.
- Certain limitations and exclusions apply. Please refer to the patient charge schedule and the Cigna dental certificate (<https://www.tn.gov/partnersforhealth/publications/publications.html>) for additional details.
- Referrals to specialists are required
- No maximum benefit levels
- No deductibles
- No charge for oral exams, routine semiannual cleanings, most X-rays and fluoride treatments; however, an office visit copay applies
- Orthodontic treatment is not covered if the treatment plan began prior to the member's effective date of coverage with Cigna. The completion of crowns, bridges, dentures or root canal treatment already in progress on the member's effective date of coverage is also not covered.

### Delta Dental Dental Preferred Provider Organization

- You can use any dentist, but you receive maximum benefits when visiting an in-network DPPO provider for the state's dental plan. Review Delta Dental's DPPO network.
- You pay deductibles and co-insurance for some dental care. Deductible does not apply to diagnostic and preventive benefits such as periodic oral evaluation.
- You or your dentist will file claims for covered services. Discuss any estimated expenses with your dentist or specialist. Charges for dental procedures are subject to change.
- Waiting periods apply for some services (e.g., crowns, dentures, implants and complete or partial dentures) from the member's coverage start date before benefits begin.
- Teledentistry is offered and claims are handled as if the patient received dental services in a dental office. Charges are considered as Type A: Diagnostic and Preventive and are subject to frequency limitations.
- There is a 12-month waiting period from the member's coverage start date that applies to dentures and implants to replace one or more natural teeth.
- Referrals to specialists are not required.
- Dental treatment in progress at time of member's effective date with Delta Dental may have pro-rated benefits under the

## Covered Dental Services

Here is a comparison of your deductibles, copays and share of coinsurance for 2022 under the dental options. The benefits listed are a sample of the most frequently utilized dental treatments. For a complete list of copays for the Cigna DHMO (Prepaid Provider) option, please refer to the Patient Charge Schedule. Also, review the Cigna DHMO Certificate of Coverage for complete details on benefits, limitations and exclusions. Both documents may be found on the website [cigna.com/stateoftn](http://cigna.com/stateoftn).

PNF—Provider Negotiated Fee is the highest dollar amount of reimbursement for specific dental procedures provided by Delta Dental DPPO in-network providers. The in-network dentists have agreed to not charge members or the plan more than the PNF. When a member receives dental services from an out-of-network provider, the out-of-network dentist will be paid by the plan for covered procedures according to the average PNF for in-network providers and respective plan coinsurance. The member then is responsible for all other charges by the out-of-network dentist. Review additional information on the ParTners for Health website [tn.gov/partnersforhealth.html](http://tn.gov/partnersforhealth.html) under “Other Benefits” and “Dental”.

COVERED SERVICES	CIGNA DHMO (PREPAID) OPTION		DELTA DENTAL DPPO OPTION	
	GENERAL DENTIST	SPECIALIST DENTIST	IN-NETWORK	OUT-OF-NETWORK
Annual Deductible	none		\$25 single; \$75 family, per policy year <sup>[1]</sup>	\$100 single; \$300 family, per policy year <sup>[1]</sup>
Annual Maximum Benefit	none		\$1,500 per person, per policy year	
Pre-existing Conditions	covered		some exclusions	
Office Visit	\$10 copay <sup>[2]</sup>		no charge	20% of APNF
Periodic Oral Evaluation	no charge		no charge	20% of APNF
Routine Cleaning – Adult	no charge		no charge	20% of APNF
Routine Cleaning – Child	no charge	\$15 copay	no charge	20% of APNF
X-ray — Intraoral, Complete Series	no charge	\$5 copay	no charge	20% of APNF
Amalgam (silver) Filling Two Surfaces Permanent Teeth	\$8 copay	\$10 copay	20% of PNF	40% of APNF
Endodontics — Root Canal Therapy Molar (excluding final restoration)	\$125 copay <sup>[7]</sup>	\$600 copay <sup>[7]</sup>	20% of PNF	40% of APNF
Major Restorations — Crowns	\$190 copay, plus lab fees <sup>[3][7]</sup>		50% of PNF <sup>[4]</sup>	50% of APNF <sup>[4]</sup>
Extraction of Erupted Tooth (minor oral surgery)	\$15 copay	\$70 copay	20% of PNF	40% of APNF
Implant (endosteal)	\$1,025 copay <sup>[7]</sup>	\$1,025 copay <sup>[7]</sup>	50% of PNF <sup>[4][8]</sup>	50% of APNF <sup>[4][8]</sup>
Removal of Impacted Tooth — Complete Bony (complex oral surgery)	\$100 copay	\$120 copay	50% of PNF	50% of APNF
Dentures — Complete Upper	\$310 copay, plus lab fees <sup>[3][7]</sup>		50% of PNF <sup>[4][8]</sup>	50% of APNF <sup>[4][8]</sup>
Orthodontics	\$140 monthly copay for treatment equal or less than 24 months. Then, full charge. <sup>[6]</sup>		50% of PNF	50% of APNF
• Annual Deductible	none		none	
• Lifetime Maximum	\$3,360 copay (\$140 x 24 months) for treatment fee only. Then, member pays full charge after initial 24 months. <sup>[6]</sup>		\$1,250 <sup>[5]</sup>	
• Waiting Period	none		12 months	
• Age Limit	none		up to age 19	

[1] Does not apply to diagnostic and preventive benefits such as periodic oral evaluation, cleaning and x-ray.

[2] A charge may apply for a missed appointment when the member does not cancel at least 24 hours prior to the scheduled appointment.

[3] Members are responsible for additional lab fees for these services.

[4] A 6-month waiting period applies. (See #8 for additional information for dentures and implants.)

[5] The orthodontics lifetime maximum is for a dependent member enrolled in the state group dental insurance program even if the member has been covered under different employing agencies.

[6] Additional copays apply for specific orthodontic procedures. Cigna will not cover orthodontic procedures after a member's effective date with Cigna DHMO if orthodontic treatment began prior to the member's effective date.

[7] Completion of crowns, bridges, dentures, implants, or root canal already in progress on member's effective date of coverage with Cigna DHMO will not be covered.

[8] A 12-month waiting period applies to dentures and implants to replace one or more natural teeth missing before member's effective date of coverage.

Delta Dental plan. If you were enrolled in the state's MetLife DPPO plan, Delta Dental will work with your dentist to ensure you continue to receive the benefits that are covered. For ortho claims, ask your orthodontist or dental office to submit a claim with the total fee, initial banding date and total number of months of treatment. This detail will allow us to calculate what we can pay.

- Time enrolled in the MetLife DPPO for the State Group Insurance Program will count toward waiting periods under the Delta Dental DPPO contract.
- See the Certificate of Coverage for coverage details.
- You pay coinsurance for many covered services and your share is based on the provider negotiated fee, or PNF agreed upon by the provider and Delta Dental of Tennessee. The PNF is the highest dollar amount of reimbursement for specific dental procedures provided by Delta Dental DPPO in-network providers. The in-network dentists have agreed to not charge members or the plan more than the PNF. When a member receives dental services from an out-of-network provider, the out-of-network dentist will be paid by the plan for covered procedures according to the average PNF for in-network providers and respective plan coinsurance. The member then is responsible for all other charges by the out-of-network dentist.

NOTE: A complete description of the benefits, provisions, conditions, limitations and exclusions for both the Delta Dental and Cigna dental plans will be included in their respective Certificate of Insurance. If any discrepancies exist between the information listed above and the legal plan documents, the legal plan documents will govern. We recommend you review these documents. These documents may be reviewed at <https://www.tn.gov/partnersforhealth/publications/publications.html>.

## Vision Insurance

Voluntary vision coverage is available to state and higher education employees and dependents. You must pay 100% of the premium for coverage. Two options are available: a basic and an expanded plan. Both offer:

- Routine eye exam once every calendar year
- Frames once every two calendar years
- Choice of eyeglasses or contact lenses once every calendar year
- Discount on LASIK/Refractive surgery
- Discount on hearing aids (includes Free Hearing Exam) through Your Hearing Network

What you pay for services depends on the plan you choose. The Basic Plan pays for your eye exam and various allowances (dollar amounts) for materials such as eyeglass frames, lenses, contact lenses, etc. The Expanded Plan includes greater "allowances" (dollar amounts) and additional materials versus the Basic Plan. See the benefit chart on the following page to compare benefits in both plans.

The basic and expanded plans are both administered by Davis Vision. You will receive the maximum benefit when visiting a provider in their network. However, out-of-network benefits are also available.

## General Limitations and Exclusions

The following services are not covered under the vision plan:

- Treatment of injury or illness covered by workers' compensation or employer's liability laws
- Cosmetic surgery and procedures
- Services received without cost from any federal, state or local agency
- Charges by any hospital or other surgical or treatment facility and any additional fees charged for treatment in any such facility
- Services by a vision provider beyond the scope of his/her license
- Vision services for which the patient incurs no charge
- Vision services where charges exceed the amount that would be collected if no vision coverage existed

**Note:** If you receive vision services and materials that exceed the covered benefit, you will be responsible for paying the difference for the actual services and materials you receive.



## Covered Vision Services

Here is a comparison of discounts, copays and allowed amounts for 2022 under the vision options. Copays represent what the member pays. Allowances and percentage discounts represent the cost the carrier will cover. Actual costs and benefits may vary based upon the plan design selected. Exclusions and limitations may apply. Out-of-network member costs can be found in the Davis Vision Handbook at <https://www.tn.gov/partnersforhealth/publications/publications.html>.

SERVICE	BASIC PLAN IN-NETWORK COSTS <sup>[1]</sup>	EXPANDED PLAN IN-NETWORK COSTS <sup>[1]</sup>
Eye Exam With Dilation as Necessary	\$0 copay	\$10 copay
Retinal Imaging	\$39 copay	\$39 copay
Contact Lens Fit and Follow-up (standard/specialty)	80% of charge	\$50/\$60 copay
<b>Eyeglass Benefit—Frame</b>		
Retail Frame	80% of balance over \$55 <sup>[2]</sup>	80% of balance over \$150 <sup>[2]</sup>
Visionworks Frame	Covered in full	Covered in full
The Exclusive Collection <sup>[3]</sup> (Fashion/Designer/Premier)	In lieu of retail frame \$0/\$15/\$40 copay	In lieu of retail and Visionworks frame \$0/\$0/\$0 copay
<b>Eyeglass Benefit—Spectacle Lenses</b>		
Single Vision, Bifocal, Trifocal & Lenticular Lenses	\$0 copay	\$0 copay
Progressive Lenses (Standard/Premium/Ultra/Ulimate)	80% of balance over \$55; not to exceed \$65/\$105/\$140/\$175 out of pocket	\$50/\$90/\$140/\$175 copay
High-index (1.67/1.74)	80% of charge not to exceed \$60/\$120	\$60 copay/\$120 copay
UV Treatment	80% of charge up to \$15	\$10 copay
Tint (solid and gradient)	80% of charge up to \$15	\$15 copay
Standard Polycarbonate (adults/children <sup>[4]</sup> )	80% of charge up to \$35/\$0 copay	\$30 copay/\$0 copay
Anti-reflective Coating (Standard/Premium/Ultra/Ulimate)	80% of charge up to \$40/\$55/\$69/\$85	\$40/\$55/\$69/\$85 copay
Polarized	80% of charge up to \$75	80% of charge up to \$75
Plastic Photochromic Lenses	80% of charge up to \$70	80% of charge up to \$70
Scratch Coating (standard plastic/premium scratch-resistant)	\$0 copay/80% of charge up to \$30	\$0 copay/\$30 copay
Scratch Protection Plan (single vision/multifocal lenses)	\$20 copay/\$40 copay	\$20 copay/\$40 copay
Trivex Lenses	80% of charge up to \$50	\$50 copay
Digital Single Vision (intermediate) Lenses	80% of charge up to \$30	\$30 copay
Blue Light Filtering	80% of charge up to \$15	\$15 copay
Other Add-ons and Services	80% of charge	80% of charge
<b>Contact Lenses</b>		
Conventional and Disposable	80% of balance over \$55	80% of balance over \$140
Visually Required <sup>[5]</sup>	80% of balance over \$155	\$0 copay
<b>Frequency of Vision Benefits</b>		
Eye Exam	Once every calendar year	Once every calendar year
Eyeglass Lenses	Once every calendar year	Once every calendar year
Frames	Once every two calendar years	Once every two calendar years
Contact Lenses	Once every calendar year in lieu of eyeglasses	Once every calendar year in lieu of eyeglasses
Contact Lens Evaluation, Fitting and Follow-up	Once every calendar year in lieu of eyeglasses	Once every calendar year in lieu of eyeglasses

[1] Member pay will not be greater than the copay, but could be less based upon the actual charge.

[2] \$0 copay for eyeglass frames at Visionworks.

[3] Collection is available at most participating eye care professional offices. Collection is subject to change.

[4] Polycarbonate lenses are covered in full for dependent children, monocular patients and patients with prescriptions 6.00 diopters or greater.

[5] If visually required as first contact lenses following cataract surgery or multiple pairs of rigid contact lenses for treatment of keratoconus.

**Davis Vision offers some value-added services which include:**

- Zero copay for single vision, bifocal, trifocal or lenticular lenses purchased at an in-network location
- Free pair of “Fashion Selection” eyeglass frames from Davis Vision’s “The Exclusive Collection” under the in-network Basic Plan. “Designer” and “Premier” Selections have \$15 and \$40 copays respectively
- Free pair of eyeglass frames from any Davis Vision’s “The Exclusive Collection”, which includes “Fashion, Designer and Premier” Selections under the in-network Expanded Plan
- Free pair of frames at Visionworks retail locations
- 40% discount off retail under the in-network Expanded plan and 30% discount off retail under the in-network Basic plan for an additional pair of eyeglasses, except at Walmart, Sam’s Club or Costco locations
- 20% discount off retail cost of additional pair of conventional or disposable contact lenses under in-network Expanded plan
- One year warranty for breakage of most eyeglasses

**Additional Benefits**

- High Index Lenses — 1.74
- Progressive Lenses — Ultimate Tier
- Anti-reflective Coating — Ultimate Tier
- Premium Scratch-resistant Coating
- Digital Single Vision Lenses
- Trivex Lenses
- Blue Light Filtering (Coatings & Lens Options)
- Scratch Protection Plan

NOTE: A complete description of the benefits, provisions, conditions, limitations and exclusions for the Davis Vision Basic and Expanded plans will be included in their respective Certificate of Insurance. If any discrepancies exist between the information listed above and the legal plan documents, the legal plan documents will govern. We recommend you review these documents. The documents are available at [www.tn.gov/partnersforhealth/publications/publications.html](http://www.tn.gov/partnersforhealth/publications/publications.html).

**2022 Monthly Premiums for Vision**

	<b>BASIC PLAN</b>	<b>EXPANDED PLAN</b>
<b>ACTIVE MEMBERS</b>		
Employee Only	\$3.07	\$5.56
Employee + Child(ren)	\$6.13	\$11.12
Employee + Spouse	\$5.82	\$10.57
Employee + Spouse + Child(ren)	\$9.01	\$16.35

## Employee Assistance Program

Your Employee Assistance Program or EAP is administered by Optum. EAP services are available to all benefits-eligible state/higher education employees and their eligible dependents, even if they are not enrolled in a health plan.

EAP services are offered at no cost to individuals eligible to participate. Master's level specialists are available 24/7 at 855.437.3486 to assist with stress, legal, financial, mediation and work/life services. They can even help you find a network EAP short-term counseling provider, a plumber who works nights, services for your elderly parents, theater tickets, all-night pharmacies and more.

- Short-term Counseling includes five visits per problem, per year, per individual at no cost to you. Available in person, by phone or by virtual visit. Members are ineligible for EAP counseling visits while they are currently receiving behavioral health services.
- Preauthorization is required to use your EAP short-term counseling services. Simply call 855.437.3486 or go to [Here4TN.com](http://Here4TN.com) to obtain preauthorization.
- Virtual visits allow you to get the care you need in the privacy and comfort of your home. Call 855-Here4TN for assistance with an authorization and a referral to a licensed virtual visits provider.
- Legal services include one 30-minute telephonic or in-person consultation per issue per year at no cost to you.
- Mediation services with a professional mediator include one 30-minute telephonic or in-person consultation per issue per year at no cost to you.
- Financial services with a money coach include two 30-minute calls per issue per year.
- Work/Life services available to help you save time and reduce stress by pulling together information regarding many household, family, and health care services specifically for you upon request.
- Use Sanvello, an on-demand mobile app to help with stress, anxiety and depression. Available anytime at no extra cost at [HERE4TN.com](http://HERE4TN.com).
- Participate in a telephonic coaching program called Take Charge at Work. It helps people (EAP-eligible and working) dealing with stress or depression improve performance at work. Available at no additional cost if you qualify. Participants can earn a wellness program cash incentive, if eligible.

## Here4TN Behavioral Health and Substance Use Services

You and your dependents enrolled in health coverage are eligible for behavioral health and substance use benefits, which are administered by Optum Health. All enrolled members will get an ID card from Optum to use for your behavioral health services.

Whether you are dealing with a mental health or substance use condition, support is available through your behavioral health coverage. Optum can help you find a provider (in person or virtual visits), explain benefits, identify best treatment options, schedule appointments and answer your questions.

Costs are waived for members who use certain preferred substance use treatment facilities. PPO members who use these facilities won't pay a deductible or coinsurance for facility-based substance use treatment. CDHP/HSA members' coinsurance is waived after meeting their deductible. However, copays for PPO members and the deductible/coinsurance for CDHP/HSA members will still apply for standard outpatient treatment services.

To receive maximum benefit coverage, participants must use an in-network provider. For assistance finding a network provider, call 855.Here4TN (855.437.3486).

For virtual visits, you can meet with a provider through private, secure video conferencing. Virtual visits allow you to get the care you need sooner and in the privacy of your home. Virtual visit costs are the same as an office visit.

Talkspace online therapy is also available for all members with behavioral health benefits. Download the application or app through [Here4TN.com](http://Here4TN.com). You can communicate safely and securely 24/7 with a therapist from your smartphone or desktop. Talkspace sessions are subject to the same cost share or coinsurance rate (after deductible) as an outpatient office visit.

## ParTNers for Health Wellness Program

State and higher education members and enrolled spouses have access to a wellness program administered through our vendor ActiveHealth Management. They can help you achieve your health goals through special programs and resources, and you can also get rewarded for taking action by earning cash incentives that will be deposited through payroll\*.

Here's how it works: You and your enrolled spouse can each earn up to \$250 a year by completing certain wellness activities (if eligible). Each participant will be able to earn the maximum \$250 per person (\$500 annual maximum per family). You must first complete ActiveHealth's health assessment before you will be paid the cash incentives. **Note:** New hires/new plan members, your earnings may be limited depending on your hire date.

There are a variety of programs to choose from. They include:

- Biometric screenings
- Weight management program\*\*
- Tobacco cessation program
- Wellness counseling (diet, stress, exercise, etc.)
- Digital coaching
- Disease management program
- Group coaching for lifestyle and disease management programs
- Online resources (challenges, health education library with videos and articles)

A printable Incentive Table and information about programs and activities are at [www.tn.gov/partnersforhealth](http://www.tn.gov/partnersforhealth), under Other Benefits and Wellness.

\*Members must be in a positive pay status to receive an incentive. The cash incentive for both the employee and eligible spouse will be deposited directly into the employee's paycheck and will be taxed.

\*\* To be eligible to enroll, your BMI must be equal to or greater than 30.

## Diabetes Prevention Program

Health plan members also have access to a free Diabetes Prevention Program if you meet eligibility criteria. The program can help you prevent or delay type 2 diabetes. It's offered as part of your health insurance at no cost if you use an in-network provider. There are two online programs offered; one for Cigna members through Omada, and another for BlueCross BlueShield members through Livongo. We also have an in-person program available through the ParTNers Health and Wellness Center. For details, go to [tn.gov/partnersforhealth](http://tn.gov/partnersforhealth) under Other Benefits and Wellness and scroll down to the Diabetes Prevention Program webpage.

## Notice Regarding Wellness Program

The ParTNers for Health Wellness Program is a voluntary wellness program available to all state and higher education employees and spouses enrolled in health coverage. Local education, local government and retirees enrolled in health coverage have access to certain programs like disease management and the web portal. The program is administered according to federal rules permitting employer-sponsored wellness programs that seek to improve employee health or prevent disease, including the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008 and the Health Insurance Portability and Accountability Act, as applicable, among others. If you choose to participate in the wellness program, you will be asked to complete a voluntary health questionnaire (assessment) that asks a series of questions about your health-related activities and behaviors and whether you have or had certain medical conditions (e.g., cancer, diabetes or heart disease). You are not required to complete the assessment or other medical examinations.

Although you are not required to complete the health questionnaire, only active state and higher education employees and spouses who do so are eligible to receive cash incentives.

If you are unable to participate in any of the health-related activities required to earn an incentive, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting the ParTNers for Health Wellness Program at 888.741.3390.

The information from your health questionnaire and the results from your biometric screening (active state and higher education employees and spouses only) will be used to provide you with information to help you understand your current health and potential risks. It may also be used to offer you services through the wellness program such as weight management, Diabetes Prevention Program and other programs. You also are encouraged to share your results or concerns with your own doctor.

### **Protections from Disclosure of Medical Information**

We are required by law to maintain the privacy and security of your personally identifiable health information (PHI). Although the wellness program and the State of Tennessee may use aggregate information it collects to design a program based on identified health risks in the workplace, the ParTNeRs for Health Wellness Program will never disclose any of your personal information either publicly or to your employer, except as necessary to respond to a request from you for a reasonable accommodation needed for you to participate in the wellness program, or as expressly permitted by law. Medical information that personally identifies you that is provided in connection with the wellness program will not be provided to your supervisors or managers and will never be used to make decisions regarding your employment.

Your health information will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law to carry out specific activities related to the wellness program, and you will not be asked or required to waive the confidentiality of your health information as a condition of participating in the wellness program or receiving an incentive. Anyone who receives your information for purposes of providing you services as part of the wellness program will abide by the same confidentiality requirements. The only individual(s) who will receive your personally identifiable health information are the wellness vendor (nutritionists, nurses, nurse practitioners, registered dietitians, health coaches and other healthcare professionals) and their vendor partners (case managers with the medical and behavioral health vendors, weight management vendor and the biometric screening vendor) in order to provide you with services under the wellness program.

In addition, all medical information obtained through the wellness program will be maintained separate from your personnel records, information stored electronically will be encrypted and no information you provide as part of the wellness program will be used in making any employment decisions. Appropriate precautions will be taken to avoid any data breach, and in the event a data breach occurs involving information you provide in connection with the wellness program, you will be notified promptly.

You may not be discriminated against in employment because of the medical information you provide as part of participating in the wellness program, nor may you be subjected to retaliation if you choose not to participate.

If you have questions or concerns regarding this notice, or about protections against discrimination and retaliation, please contact ParTNeRs for Health at [partners.wellness@tn.gov](mailto:partners.wellness@tn.gov).

## **Life Insurance**

Securian Financial has an online tool, Benefit Scout, to help you estimate the amount of life insurance you need at [lifebenefits.com/stateoftn](http://lifebenefits.com/stateoftn).

## **Basic Group Term Life and Accidental Death & Dismemberment Insurance**

The state provides, at no cost to you, \$20,000 of basic term life insurance and \$40,000 of basic accidental death & dismemberment coverage. If you enroll in health insurance as the head of contract, the amount of coverage increases as your salary increases, with premiums for coverage above \$20,000/\$40,000 deducted from your paycheck. The maximum amount of coverage is \$50,000 for basic term life and \$100,000 for accidental death & dismemberment. The face amount of coverage declines at ages above 65. If you do not enroll in health coverage, the amount of coverage does not increase regardless of salary.

Changes in coverage based on age or salary take effect the first day of October based on your age and salary as of September 1.

Eligible dependents (spouse and children) enrolled in health insurance are covered for \$3,000 of basic dependent term life coverage and for basic AD&D. The amount of AD&D coverage is based on salary and family composition. If you do not enroll in health coverage, your dependents are not eligible for basic term life or basic AD&D coverage.

## Voluntary Accidental Death & Dismemberment

You and your dependents (spouse and children) may enroll in this coverage at low group rates, no questions asked. It is in addition to the basic AD&D coverage and you must pay a premium. Benefits are paid for dismemberment if the loss occurs within 180 days of the accident, as long as you or your dependent are covered on the date of the accident and meet the criteria. Coverage amounts are based on your salary. The maximum benefit for you is \$60,000.

## Voluntary Term Life Insurance

You and your dependents may enroll in this coverage whether or not you enroll in health coverage. A premium is required. For employee guaranteed issue coverage, you must enroll during the first 30 calendar days of employment with the state. The effective date of coverage is the first of the month after you have completed three full calendar months of employment. If you do not enroll when first eligible, you can apply for coverage during the annual enrollment period by answering health questions.

You may select up to five times your annual base salary (subject to a maximum of \$500,000) if you apply when first eligible, without answering health questions. You may apply for up to seven times your annual base salary (subject to a maximum of \$500,000), but evidence of good health is required. The minimum coverage level is \$5,000.

Your spouse may apply for \$5,000, \$10,000 or \$15,000 of term life insurance at any age. Spouses below age 55 may apply for increments of \$5,000, subject to an overall maximum of \$30,000. Spouses must be performing normal duties of a healthy person of similar age and gender and not have been hospitalized, advised to seek medical treatment or received disability benefits within six months prior to the application to enroll date for coverage to be issued without answering any additional health questions. A spouse who does not meet the criteria may apply for coverage by answering specific health questions which the insurance company will use to decide if coverage will be allowed. You do not have to enroll in this coverage for your spouse to participate.

Children may be covered under either a \$5,000 or a \$10,000 term rider. The rider is added to either your certificate or your spouse's certificate, but not both. These amounts will cover all eligible children who meet the dependent definition. Coverage for children is guaranteed issue.

The voluntary term life insurance provides a death benefit and the premiums increase with age each January 1st if you move into a higher age bracket. It also offers an advance benefit rider, which allows payment of the life insurance proceeds if an insured encounters a terminal illness with a life expectancy of no more than 12 months.

## Enroll

**Computer enrollment for Voluntary Term Life** — It's easy to enroll (and to designate your beneficiary) online.

1. Log on to [lifebenefits.com/stateoftn](http://lifebenefits.com/stateoftn) with the ID and password provided below. You will be prompted to change your password the first time you log on.

- Your ID: The letters TN followed by your Edison ID number
- Your password: Your password is your eight-digit date of birth (MMDDYYYY) followed by the last four digits of your Social Security number

If you do not have access to a computer or the internet, forms are available by calling Securian Financial at 1.866.881.0631 or from your agency benefits coordinator.

2. Enter your information. Follow the instructions on the site to enroll for insurance coverage for you and your spouse and children if desired, and to designate your beneficiary. After submitting your information, please print a copy of your application for your records.

3. Clean up. Clear your personal information before leaving the computer.

**To enroll for Voluntary AD&D** — Please log into Edison and complete your enrollment and designate your beneficiary or utilize a paper form. Consult with your agency benefits coordinator in your human resources office on the appropriate method to use for enrollment.

**Your enrollment in Basic Term Life and Basic AD&D** — Will be automatically processed based upon your enrollment choice for medical insurance in Edison. You should sign-on to Edison to enter your beneficiary information.

For more details, refer to the member handbook, available on the Publications page at <https://www.tn.gov/partnersforhealth/publications/publications.html>. Your agency benefits coordinator can provide premium information. For Securian Financial (Minnesota Life) go to [lifebenefits.com/stateoftn](http://lifebenefits.com/stateoftn) or call 866.881.0631.

**Note:** A complete description of the benefits, provisions, conditions, limitations and exclusions for the Securian Financial Basic Life/AD&D, Voluntary AD&D and Voluntary Life plans will be included in their respective Certificates of Insurance. If any discrepancies exist between the information listed above and the legal plan documents, the legal plan documents will govern. We recommend you review these documents. The documents are available at <https://www.tn.gov/partnersforhealth/publications/publications.html>.

## Flexible Spending Accounts

Flexible spending accounts help you decrease your taxable income and increase your take-home pay. They allow you to pay certain expenses (such as health care and dependent care) from your pre-tax income rather than after-tax income. The maximum amount you can contribute to an FSA is set by the Internal Revenue Service. The limits are subject to change yearly. Unless you have an approved family status change, you cannot enroll in or cancel a medical, limited purpose or dependent care FSA in the middle of a calendar year.

Full-time, insurance-eligible employees (excludes offline agencies) can enroll in the following FSAs:

- **Medical FSA:** For medical, dental and vision expenses (Annual limit: \$2,750/Carryover limit: \$500). If you enroll in the CDHP/HSA, you do not qualify for a medical FSA.
- **Limited Purpose FSA:** For dental and vision expenses only (Annual limit: \$2,750/Carryover limit \$500). If you have the CDHP/HSA, the Limited Purpose FSA is a great way to save on vision and dental expenses.
- **Dependent Care FSA:** For certain dependent-care costs, such as after school care, baby-sitting fees or adult day care expenses to enable you or your spouse to work, look for work or attend school full time (Annual limit \$5,000, up to \$2,500 per spouse for married couples filing separately/No carryover amount).
- **Transportation and Parking FSA:** Available to state employees only for certain work-related commuting and/or parking expenses (Monthly limit is \$270). A debit card is not provided. Claims are filed with Benefits Administration.

Optum Financial administers all of the FSAs except Transportation and Parking.

### Important:

- You cannot enroll in both a medical FSA and a Limited Purpose FSA in the same year. Limited purpose FSAs are only for those enrolled in the CDHP/HSA. If you are enrolled in a PPO, you may enroll in a medical FSA.
- For Medical and Limited Purpose FSAs, all contributions are available up front.

**Note:** Medical FSA and Limited Purpose FSA members get debit cards to use their funds at the pharmacy or provider's office. Per IRS rules, Optum Bank may need you to verify some debit card purchases by providing your explanation of benefits or claims document. Make sure to respond or your debit card may be suspended.

There is an FSA/HSA chart showing contribution amounts, tax benefits and how to use your funds at [tn.gov/partnersforhealth](http://tn.gov/partnersforhealth) under Publications.

### Enrollment

- State employees enroll in Edison for Medical, Limited and Dependent Care FSAs. For Transportation and Parking, state employees submit a paper form ([www.tn.gov/partnersforhealth/publications/forms.html](http://www.tn.gov/partnersforhealth/publications/forms.html)).
- Higher education employees enroll on the Optum Financial website at [optumbank.com/Tennessee](http://optumbank.com/Tennessee) each fall during the Annual Enrollment period. New employees during the year should contact their agency benefits coordinator to enroll in flex benefits.

# OTHER INFORMATION

## Coordination of Benefits

If you are covered under more than one insurance plan, the plans will coordinate benefits together to determine which plan will pay first, how much each plan will pay, and how much you will pay. When this plan pays secondary you will pay your member cost share as noted in this guide on the Benefit Comparison. At no time should payments exceed 100% of the eligible charges.

As an active employee, your health insurance coverage is generally considered primary for you. However, if you have other health coverage as the head of contract, the oldest plan is your primary coverage. If covered under a retiree plan and an active plan, the active plan will always be primary. If your spouse has coverage through his/her employer, that coverage would be primary for your spouse and secondary for you. Generally, Medicare will pay secondary unless the covered individual is enrolled in Medicare due to end stage renal disease or disability, as other coordination of benefits rules may apply.

Primary coverage on children is determined by which parent's birthday comes earliest in the calendar year. The insurance of the parent whose birthday falls last will be considered the secondary plan. This coordination of benefits can be superseded if a court orders a divorced parent to provide primary health insurance coverage. If none of the above rules determines the order of benefits, the benefits of the plan which has covered an employee, member or subscriber longer are determined before those of the plan which has covered that person for the shorter time.

From time to time, carriers will send letters to members asking for other coverage information. This is necessary because it is not uncommon for other coverage information to change. This helps ensure accurate claims payment. In addition to sending a letter, the carriers may also attempt to gather this information when members call. You must respond to the carrier's request for information, even if you just need to report that you have no other coverage.

If you do not respond to requests for other coverage information, your claims may be pended or held for payment. When claims are pended, it does not mean that coverage has been terminated or that the claims have been denied. However, claims will be denied if the requested information is not received by the deadline. Once the carrier gets the requested information, they will update the information regarding other coverage, and claims that were pended or denied will be released or adjusted for payment.

## Subrogation

The medical plan has the right to subrogate claims. This means that the medical plan can recover the following:

- Any payments made as a result of injury or illness caused by the action or fault of another person
- A lawsuit settlement that results in payments from a third party or insurer of a third party
- Any payments made due to a workplace injury or illness

These payments would include payments made by worker's compensation insurance, automobile insurance or homeowners insurance whether you or another party secured the coverage.

You must assist in this process and should not settle any claim without written consent from the Benefits Administration subrogation section. If you do not respond to requests for information or do not agree to pay the plan back for any money received for medical expenses for which the plan has already paid, you may be subject to collections activity.

## On-the-job Illness or Injury

Work-related illnesses or injuries are not covered under the plan. The plan will not cover claims related to a work-related accident or illness regardless of the status of a worker's compensation claim or other circumstances.



## **Fraud, Waste and Abuse**

Making a false statement on an enrollment or claim form is a serious matter. Only people defined by the group insurance program as eligible may be covered. Eligibility requirements for employees and dependents are covered in detail in this guide.

If your covered dependent becomes ineligible, you must inform your agency benefits coordinator and submit an application within one full calendar month of the loss of eligibility. Once a dependent becomes ineligible for coverage, he/she cannot be covered even if you are under court order to continue to provide coverage.

If there is any kind of error in your coverage or an error affecting the amount of your premium, you must notify your agency benefits coordinator. Any refunds of premiums are limited to three months from the date a notice is received by Benefits Administration. Claims paid in error for any reason will be recovered from you.

Financial losses due to fraud, waste or abuse have a direct effect on you as a plan member. When claims are paid or benefits are provided to a person who is not eligible for coverage, this reflects in the premiums you and your employer pay for the cost of your health care. It is estimated that between 3–14 percent of all paid claims each year are the result of provider or member fraud. You can help prevent fraud and abuse by working with your employer and plan administrator to fight those individuals who engage in fraudulent activities.

### **How You Can Help**

- Pay close attention to the explanation of benefits forms sent to you when a claim is filed under your contract and always call the carrier to question any charge that you do not understand
- Report anyone who permits a relative or friend to “borrow” his/her insurance identification card
- Report anyone who makes false statements on their insurance enrollment applications
- Report anyone who makes false claims or alters amounts charged on claim forms

Please contact Benefits Administration to report fraud, waste or abuse of the plan. All calls are strictly confidential.

## **To File an Appeal**

If you have a problem with coverage or payment of medical, behavioral health and substance use or pharmacy services, there are internal and external procedures to help you. These procedures do not apply to any complaint or grievance alleging possible professional liability, commonly known as malpractice, or for any complaint or grievance concerning benefits provided by any other plan.

You should direct any specific questions regarding initial levels of appeal (the internal appeal process) to the insurance carrier member service numbers provided at the front of this guide. You can also find those numbers on your insurance cards. Benefits Administration is not involved in the appeal process. The appeals process follows federal rules and regulations and assigns appeal responsibilities to the carriers and independent review organizations.

### **Benefit Appeals**

Before starting an appeal related to benefits (e.g., a prior authorization denial or an unpaid claim), you or your authorized representative should first contact the insurance carrier to discuss the issue. You or your authorized representative may ask for an appeal if the issue is not resolved as you would like.

Different insurance carriers manage approvals and payments related to your medical, behavioral health, substance use and pharmacy benefits. To avoid delays in the processing of your appeal, make sure that you submit your request on time and direct it to the correct insurance carrier. For example, you or your authorized representative will have 180 days to start an internal appeal with the medical insurance carrier following notice of an adverse determination with regard to your medical benefits.

## **Appealing to the Insurance Company**

To start an appeal (sometimes called a grievance), you or your authorized representative should call the toll-free member service number on your insurance card. You or your authorized representative may file an appeal/member grievance by completing the correct form or as otherwise instructed.

The insurance company will process internal levels of appeal — Level I and Level II appeals. Decision letters will be mailed to you at each level. These letters will tell you if you have further appeal options (including independent external review) and if so, how to pursue those options and how long you have to do so.



# LEGAL NOTICES

## Anti-Discrimination and Civil Rights Compliance

Benefits Administration does not support any practice that excludes participation in programs or denies the benefits of such programs on the basis of race, color, national origin, sex, age or disability in its health programs and activities. If you have a complaint regarding discrimination, please call 615.532.9617.

If you think you have been treated in a different way for these reasons, please mail this information to the Civil Rights Coordinator for the Department of Finance and Administration:

- Your name, address and phone number. You must sign your name. (If you write for someone else, include your name, address, phone number and how you are related to that person, for instance wife, lawyer or friend.)
- The name and address of the program you think treated you in a different way.
- How, why and when you think you were treated in a different way.
- Any other key details.

Mail to: State of Tennessee, Civil Rights Coordinator, Department of Finance and Administration, Office of General Counsel, 20th Floor, 312 Rosa L. Parks Avenue, William R. Snodgrass Tennessee Tower, Nashville, TN 37243.

Need free language help? Have a disability and need free help or an auxiliary aid or service, for instance Braille or large print? Please call 1.866.576.0029.

You may also contact the: U.S. Department of Health & Human Services – Region IV Office for Civil Rights, Sam Nunn Atlanta Federal Center, Suite 16T70, 61 Forsyth Street, SW, Atlanta, Georgia 30303-8909 or 1-800-368-1019 or TTY/TDD at 1-800-537-7697 OR U. S. Office for Civil Rights, Office of Justice Programs, U. S. Department of Justice, 810 7th Street, NW, Washington, DC 20531 OR Tennessee Human Rights Commission, 312 Rosa Parks Avenue, 23rd Floor, William R. Snodgrass Tennessee Tower, Nashville, TN 37243.

If you speak a language other than English, help in your language is available for free.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-576-0029 (TTY: 1-800-848-0298).

866 (800-848-0298) م ق ر ب ل ص ر ت ا . ن ا ج م ل ا ب ك ل ر ف ا و ت ت ة ي و غ ل ل ا د ع ا س م ل ا م د خ ن ا ف ، ة غ ل ل ا ر ك ذ ا ث د ح ت ت ن ك ا ن ا : ة ط و ح ل م - 576-0029 - م ق ر ) 1 : م ك ب ل ا و م ص ل ا ف ت ا ه - 0298

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1-866-576-0029 (TTY:1-800-848-0298)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-576-0029 (TTY:1-800-848-0298).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-576-0029 (TTY: 1-800-848-0298) 번으로 전화해 주십시오.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-576-0029 (ATS : 1-800-848-0298).

Ni songen mwomw ohte, komw pahn sohte anahne kawehwe mesen nting me koatoantoal kan ahpw wasa me ntingie [Lokaiahn Pohnpei] komw kalangan oh ntingidieng ni lokaiahn Pohnpei. Call 1-866-576-0029 (TTY: 1-800-848-0298).

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ቁጥር ይደውሉ 1-866-576-0029 (መስማት ለተሳናቸው: 1-800-848-0298).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-576-0029 (TTY: 1-800-848-0298).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-866-576-0029 (TTY:1-800-848-0298)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-866-576-0029 ( TTY:1-800-848-0298 ) まで、お電話にてご連絡ください。

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-576-0029 (TTY: 1-800-848-0298).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-866-576-0029 (TTY: 1-800-848-0298) पर कॉल करें।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-576-0029 (телетайп: 1-800-848-0298).

مہارف 866-576-0029 (TTY: 1-800-848-0298) امش یارب ناگیار تروصب ی نابز تالی هست، دینک یم وگتفگ یسراف نابز هب رگا: هجوت دیریگب سلامت اب. دشاب یم.

### **The Notice of Privacy Practice**

Your health record contains personal information about you and your health. This information that may identify you and relates to your past, present or future physical or mental health or condition and related health care services is referred to as Protected Health Information (PHI). The Notice of Privacy Practices describes how we may use and disclose your PHI in accordance with applicable law, including the Health Insurance Portability and Accountability Act (HIPAA), including Privacy and Security Rules. The notice also describes your rights regarding how you may gain access to and control your PHI.

We are required by law to maintain the privacy of PHI and to provide you with notice of our legal duties and privacy practices with respect to PHI. We are required to abide by the terms of the Notice of Privacy Practices. The Notice of Privacy Practice is located on the Benefits Administration website at <https://www.tn.gov/partnersforhealth.html>. You may also request the notice in writing by emailing [benefits.privacy@tn.gov](mailto:benefits.privacy@tn.gov).

### **Prescription Drug Coverage and Medicare**

Medicare prescription drug coverage became available in 2006 to everyone with Medicare. By law, we are required to inform plan members of this coverage yearly. You can find a copy of the required notice regarding your options on the Benefits Administration website, <https://www.tn.gov/partnersforhealth.html>.

If you are actively employed, you have pharmacy benefits. You do not need to enroll in Medicare prescription drug coverage regardless of your age.

### **Summary of Benefits and Coverage**

As required by law, the State of Tennessee Group Health Plan has created a Summary of Benefits and Coverage (SBC) for the state-sponsored health plans. The summary describes your 2022 health coverage options. You can view it online at <https://www.tn.gov/partnersforhealth/summary-of-benefits-and-coverage.html> or request that we send you a paper copy free of charge. To ask for a paper copy, call Benefits Administration at 855.809.0071.

### **Plan Document**

The information contained in this guide provides a detailed overview of the benefits available to you through the State of Tennessee. More information is contained within the formal plan documents. If there is any discrepancy between the information in this guide and the formal plan documents, the plan documents will govern in all cases. You can find a copy on the Benefits Administration website at <https://www.tn.gov/partnersforhealth/publications.html>.

**Other Publications**

In addition to the documents mentioned above, the Benefits Administration website contains many other important publications at <https://www.tn.gov/partnersforhealth/publications.html>, including, but not limited to, a sample basic term life/basic AD&D certificate, sample voluntary AD&D certificate, brochures and handbooks for medical, pharmacy, dental, vision, life insurance and the plan document, brochure and handbook for The Tennessee Plan (Supplemental Medical Insurance for Retirees with Medicare).



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