

## Group Benefits

**NOTICE:**

If you are age 65 or older on the effective date of your insurance under this Certificate, you may return this Certificate by mail or other delivery method within 30 days after its receipt if it is not acceptable for any reason. We will cancel your insurance under this Certificate back to your effective date of insurance and issue a full refund for any premiums paid.

**Lifehouse Agency**

**Dental**



CERTIFICATE OF  
GROUP DENTAL INSURANCE

**Union Security Insurance Company** certifies that the insurance stated in this Certificate became effective on the Effective Date shown in your Statement of Coverage form. In the event of a discrepancy between the certificate and the policy provisions, then the policy provisions will control. The *policy* is a legal contract between Union Security Insurance Company and the *policyholder*.

Union Security Insurance Company is domiciled in the State of Kansas.

Policyholder: Lifehouse Agency  
Group Policy Number: 5487212  
Effective Date: For any dental expenses incurred on or after January 1, 2018.  
Type of Insurance: Group Dental Insurance  
Group Dental Insurance for Dependents

**READ YOUR CERTIFICATE CAREFULLY.** This cover page provides only a brief outline of some of the important features of your coverage. This cover page is not the insurance contract. The *policy* sets forth, in detail, the rights and obligations of both the *policyholder* and the insurance company. IT IS THEREFORE IMPORTANT THAT YOU READ YOUR CERTIFICATE.

This Certificate replaces any and all Certificates and Certificate Endorsements, if any, previously issued to you.



President and  
Chief Executive Officer

**Union Security Insurance Company** 2323 Grand Boulevard Kansas City Missouri 64108-2670

## NOTICE

If you need to contact someone about this Policy for any reason, please contact your agent. Please refer to your Policy Number in all correspondence. If you have any additional questions, you may contact our company by mailing your questions to:

Union Security Insurance Company  
Customer Advocacy  
P.O. Box 419596  
Kansas City, Missouri 64141-9958

You may also reach Union Security by telephone at 800.442.7742.

If you have not been able to contact or obtain satisfaction from your agent or Union Security, you may contact the California Department of Insurance by writing to:

California Department of Insurance  
Ronald Reagan Building  
300 South Spring Street  
Los Angeles, CA 90013

You may also contact the California Department of Insurance by writing to the website address:

[www.insurance.ca.gov](http://www.insurance.ca.gov)

Toll-Free Number: 800.927.4357 (927.HELP) inside California except area codes 213 and 310.  
Hotline for Callers in area codes 213 and 310 and Outside of California: 213.897.8921.

This notice of complaint procedure is for information only and does not become a part or condition of this Policy or Certificate.

## NOTICE

IMPORTANT: If you opt to receive dental services that are not covered services under this policy, a participating dental provider may charge you his or her usual and customary rate for those services. Prior to providing a patient with dental services that are not a covered benefit, the dentist should provide to the patient a treatment plan that includes each anticipated service to be provided and the estimated cost of each service. If you would like more information about dental coverage options, you may call member services at 800.442.7742 or your insurance broker. To fully understand your coverage, you may wish to carefully review this evidence of coverage document.

**No Cost Language Services.** You can get an interpreter. You can get documents read to you and some sent to you in your language. For help, call us at the number listed on your ID card or 1.800.442.7742 . For more help call the CA Dept. of Insurance at 1-800-927-4357. English

**Servicios de idiomas sin costo.** Puede obtener un intérprete. Le pueden leer documentos y que le envíen algunos en español. Para obtener ayuda, llámenos al número que figura en su tarjeta de identificación o al 1.800.442.7742 . Para obtener más ayuda, llame al Departamento de Seguros de CA al 1.800.927.4357. Spanish

**No Cost Language Services.** You can get an interpreter and get documents read to you in your language. For help, call us at the number listed on your ID card or 1.800.442.7742 . For more help call the CA Dept. of Insurance at 1.800.927.4357 English

خدمات ترجمة بدون تكلفة. يمكنك الحصول على مترجم وقرءة الوثائق لك باللغة العربية. للحصول على المساعدة، اتصل بنا على الرقم المبين على بطاقة عضويتك أو على الرقم 1.800.442.7742 . للحصول على المزيد من المعلومات، اتصل بإدارة التأمين لولاية كاليفورنيا على الرقم 1.800.927.4357 Arabic.

**Անվճար Լեզվական Օտարություններ:** Դուք կարող եք թարգման ձեռք բերել և փաստաթղթերը ընթերցել տալ ձեզ համար հայերեն լեզվով: Օգնության համար մեզ զանգահարեք ձեր ինքնության (ID) տոմսի վրա նշված կամ 1.800.442.7742 համարով: Լրացուցիչ օգնության համար 1.800.927.4357 համարով զանգահարեք Կալիֆոռնիայի Ապահովագրության Բաժանմունք: Armenian

**免費語言服務.** 您可獲得口譯員服務，用中文把文件唸給您聽。欲取得協助，請致電您的保險卡所列的電話號碼，或撥打 1.800.442.7742 與我們聯絡。欲取得其他協助，請致電 1.800.927.4357 與加州保險部聯絡。Chinese

**Cov Kev Pab Txhais Lus Tsis Them Nqi.** Koj yuav thov tau kom muaj neeg los txhais lus rau koj thiab kom neeg nyeem cov ntawv ua lus Hmoob. Yog xav tau kev pab, hu rau peb ntawm tus xov tooj nyob hauv koj daim yuaj ID los sis 1.800.442.7742 . Yog xav tau kev pab ntxiv hu rau CA lub Caj Meem Fai Muab Kev Tuav Pov Hwm ntawm 1.800.927.4357 Hmong

**無料の言語サービス** 日本語で通訳をご提供し、書類をお読みします。サービスをご希望の方は、IDカード記載の番号または 1.800.442.7742 までお問い合わせください。更なるお問い合わせは、カリフォルニア州保険庁、1.800.927.4357 までご連絡ください。Japanese

**សេវាកម្មភាសាពិតប្រាកដ** ។ អ្នកអាចទទួលបានអ្នកបកប្រែភាសា និងអាស្រ័យការជំនួយអ្នកជា ភាសាខ្មែរ ។ សម្រាប់ជំនួយ សូមទូរស័ព្ទមកយើងខ្ញុំតាមលេខជំនួយសមាស បង្ហាញលើប័ណ្ណសំគាល់របស់អ្នក ឬលេខ 1.800.442.7742 ។ សម្រាប់ជំនួយបន្ថែមទៀត សូមទូរស័ព្ទទៅក្រសួងធានារ៉ាប់រងរដ្ឋកាលីហ្វ័រនី តាមលេខ 1.800.927.4357 Khmer

**무료 통역 서비스.** 귀하는 한국어 통역 서비스를 받으실 수 있으며 한국어로 서류를 낭독해주는 서비스를 받으실 수 있습니다. 도움이 필요하신 분은 귀하의 ID 카드에 나와있는 안내 전화: 1.800.442.7742 번으로 문의해 주십시오. 보다 자세한 사항을 문의하실 분은 캘리포니아 주 보험국, 안내 전화 1.800.927.4357 번으로 연락해 주십시오. Korean

خدمات مجاني مربوط به زبان . میتوانید از خدمات یک مترجم شفاهی استفاده کنید و بگوئید مدارک به زبان فارسی برایتان خوانده شوند. برای دریافت کمک، با ما از طریق شماره تلفنی که روی کارت شناسایی شما قید شده است و یا این شماره 1.800.442.7742 تماس بگیرید. برای دریافت کمک بیشتر، به CA Dept. of Insurance (اداره بیمه کالیفرنیا) به شماره 1.800.927.4357 تلفن کنید. Persian

**ਮੁਫ਼ਤ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ:** ਤੁਸੀਂ ਦੁਤਾਸੀਦ ਦੀਆਂ ਸੇਵਾਵਾਂ ਹਾਸਲ ਕਰ ਸਕਦੇ ਹੋ ਅਤੇ ਦਸਤਾਵੇਜ਼ਾਂ ਨੂੰ ਪੰਜਾਬੀ ਵਿਚ ਸੁਣ ਸਕਦੇ ਹੋ। ਕੁਝ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਭੇਜੇ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ, ਤੁਹਾਡੇ ਆਈਡੀ (ID) ਕਾਰਡ 'ਤੇ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਜਾਂ 1.800.442.7742 'ਤੇ ਸਾਨੂੰ ਫ਼ੋਨ ਕਰੋ। ਵਧੇਰੇ ਮਦਦ ਲਈ ਕੈਲੀਫ਼ੋਰਨੀਆ ਡਿਪਾਰਟਮੈਂਟ ਆਫ਼ ਇਨਸ਼ੂਰੈਂਸ ਨੂੰ 1.800.927.4357 'ਤੇ ਫ਼ੋਨ ਕਰੋ। Punjabi

**Бесплатные услуги перевода.** Вы можете воспользоваться услугами переводчика, и ваши документы прочтут для вас на русском языке. Если вам требуется помощь, звоните нам по номеру, указанному на вашей идентификационной карте, или 1.800.442.7742 . Если вам требуется дополнительная помощь, звоните в Департамент страхования штата Калифорния (Department of Insurance) по телефону 1.800.927.4357 . Russian

**Walang Gastos na mga Serbisyo sa Wika.** Makakakuha ka ng interpreter o tagasalin at maipababasa mo sa Tagalog ang mga dokumento. Para makakuha ng tulong, tawagan kami sa numerong nakalista sa iyong ID card o sa 1.800.442.7742 . Para sa karagdagang tulong, tawagan ang CA Dept. of Insurance sa 1.800.927.4357 Tagalog

**Các Dịch Vụ Trợ Giúp Ngôn Ngữ Miễn Phí.** Quý vị có thể được nhận dịch vụ thông dịch và được người khác đọc giúp các tài liệu bằng tiếng Việt. Để được giúp đỡ, hãy gọi cho chúng tôi tại số điện thoại ghi trên thẻ hội viên của quý vị hoặc 1.800.442.7742 . Để được trợ giúp thêm, xin gọi Sở Bảo Hiểm California tại số 1.800.927.4357 Vietnamese.

## SCHEDULE

**Eligible Class:** For employee insurance - Each *full-time* employee of the *policyholder* or an *associated company*,

- who is at *active work*, and
- who is working in the United States of America,

as identified on the *policyholder's* or our records, except any temporary or seasonal worker.

For dependent insurance - Each *eligible dependent* of a person eligible and insured for employee insurance.

**Associated Companies:** None

**Present Service Requirement:** None

**Future Service Requirement:** 30 day(s)

**Entry Date:** An eligible person will become insured on the first of the month occurring on or after the day all eligibility requirements are met.

## SCHEDULE (continued)

### Dental Insurance

<b>Deductible Amount Per Benefit Year</b>	<b>Network Plan</b>	<b>Out-of-Network Plan</b>
Individual Deductible Amount: for Class II, III Dental Services:	\$50	\$50
Maximum Family Deductible:	3 persons individually	3 persons individually

The Individual Deductible does not apply to Class I Network or Out-of-Network Dental Services.

Covered dental expenses incurred toward the deductible amount apply to both the Network and Out-of-Network Plans.

<b>Coinsurance Percentages</b>	<b>Network Plan</b>	<b>Out-of-Network Plan</b>
Class I Preventive Services:	100%	80%
Class II Basic Services:	90%	80%
Class III Major Services:	60%	50%

<b>Benefit Maximums</b>	<b>Network Plan</b>	<b>Out-of-Network Plan</b>
<b>Benefit Year Maximum:</b>	\$1,500	\$1,500

Amounts applied to the benefit maximums will apply to both the Network Plan and Out-of-Network Plan maximums.

### Plan Changes

You may change your plan of insurance only during the annual enrollment period agreed upon by the *policyholder* and us, unless you have a change in family status. A plan change made during the annual enrollment period will take effect on the next following policy anniversary.

You may also apply for or change your plan within 31 days of a change in family status. The effective date of the change will be the Entry Date occurring on or after the date of the request. You may only change your plan to add or remove coverage for dependents due to a change in family status, unless the change in family status coincides with the annual enrollment period.

A "change in family status" means your marriage or divorce, the establishment or termination of your domestic partnership, the birth or adoption of your child, the death of your spouse or *domestic partner* or child, the termination of employment of your spouse or *domestic partner*, or any other event specified in the *policyholder's* IRC Section 125 plan, if any.

The Waiting Period for Timely Applicants provision, if any, will apply to changes made by timely applicants during an annual enrollment period and due to a change in family status.

The Late Entrant Limitation provision, if any, will apply to any person who applies for insurance more than 31 days after the date the person first becomes eligible or after insurance ended because the premium was not paid. The Late Entrant Limitation provision, if any, will not apply to any person who applies for insurance during the annual enrollment period.



**TABLE OF CONTENTS**

SCHEDULE .....7

GENERAL DEFINITIONS..... 11

DEFINITIONS FOR DENTAL INSURANCE..... 12

SUMMARY OF GROUP DENTAL INSURANCE ..... 14

ELIGIBILITY AND TERMINATION PROVISIONS FOR DENTAL INSURANCE ..... 15

    Eligible Persons ..... 15

    Effective Date for an Eligible Person ..... 15

    Exception to Effective Date ..... 15

    When a Person’s Insurance Ends ..... 15

    Re-entry ..... 15

DEPENDENT ELIGIBILITY AND TERMINATION PROVISIONS FOR DENTAL INSURANCE ..... 16

    Eligible Dependents..... 16

    Dependent Effective Date..... 16

    Exception to Dependent Effective Date..... 16

    When Dependent Insurance Ends..... 16

SPECIAL INSURANCE CONTINUANCE PROVISIONS ..... 18

    Continuance of Insurance..... 18

    Dependent Continuance ..... 18

        Physically or Intellectually Disabled Dependent Children ..... 18

    Federal Continuance ..... 18

    State Continuance ..... 19

        Continuation for You ..... 19

        Continuance for Dependent Children ..... 19

        Continuance for Dependent Spouse or Domestic Partner ..... 20

        When Continuance for Dependents Ends ..... 20

        Additional Continuance Provisions ..... 20

DENTAL INSURANCE ..... 21

    Insurance Provided..... 21

    Network Provider Plan ..... 21

    Deductible ..... 21

    Maximum Family Deductible ..... 21

    Benefit Year Maximum ..... 21

    Date Started and Date Completed ..... 21

    Covered Dental Expenses..... 22

        Class I: Preventive Dental Services ..... 22

        Class II: Basic Dental Services..... 23

        Class III: Major Dental Services ..... 25

    Pre-estimate ..... 28

    Alternate Treatment..... 28

    Special Limitations..... 28

        Late Entrant Limitation..... 28

        Missing Teeth Limitation..... 28

    General Exclusions..... 29

    Extension of Benefits..... 30

CONTINUITY OF COVERAGE ..... 31

    Definitions ..... 31

    Continuity of Coverage for You ..... 31

    Continuity of Coverage for Your Dependents..... 31

    Prior Extractions ..... 31

    Waiting Periods and Late Entrant Limitations ..... 32

    Coverage for Treatment in Progress ..... 32

    Deductible Credit ..... 33

    Maximum Benefit Credit ..... 33

COORDINATION OF BENEFITS ..... 34

    Applicability..... 34

    Definitions ..... 34

    Order of Benefit Determination..... 36

**TABLE OF CONTENTS (continued)**

Effect on Benefits..... 38  
Right to Receive and Release Needed Information ..... 39  
Facility of Payment ..... 39  
Right of Recovery ..... 39  
COMPULSORY PROVISIONS..... 40  
Entire Contract..... 40  
Changing the Policy..... 40  
Time Limit on Certain Defenses ..... 40  
Grace Period..... 40  
Notice of Claim ..... 40  
Claims Forms..... 40  
Proofs of Loss..... 40  
Required Documentation ..... 41  
Time of Payment of Claim ..... 41  
Limit on Legal Action ..... 41  
Cancellation ..... 41  
ADDITIONAL CLAIM PROVISIONS FOR DENTAL INSURANCE ..... 42  
To Whom Payable ..... 42  
Review Procedure ..... 42  
Overpayment ..... 42

## GENERAL DEFINITIONS

These terms have the meanings shown here when *italicized*. The pronouns “we”, “us”, “our”, “you”, and “your” are not *italicized*.

*Active work* means the expenditure of time and energy for the *policyholder* or an *associated company* at your usual place of business on a *full-time* basis.

*Associated company* means any company shown in the *policy* which is owned by or affiliated with the *policyholder*.

*Contributory* means you pay part or all of the premium.

*Covered dependent* means an *eligible dependent* who is insured under the *policy*.

*Covered person* means an eligible employee or member of the *policyholder* or an *associated company* who has become insured for a coverage. It also includes any *covered dependent*.

*Domestic partner* means a person registered as your domestic partner in accordance with Section 297 of the California Family Code, or any similar applicable law or ordinance.

*Eligible class* means a class of persons eligible for insurance under the *policy*. This class is based on employment or membership in a group.

*Eligible dependent* means a person defined in the Eligible Dependents provision shown in the certificate who is eligible for dependent coverage under the *policy*.

*Full-time* means working at least 30 hours per week, unless indicated otherwise in the *policy*.

*Home office* means our office in Kansas City, Missouri.

*Noncontributory* means the *policyholder* pays the premium.

*Policy* means all:

- policy provisions;
- certificate(s) of group insurance;
- amendments;
- endorsements; and
- the *policyholder's* application attached to the *policy*;

issued by us to the *policyholder* that describes the benefits for which you may be eligible.

*Policyholder* means the entity to whom the *policy* is issued.

We, us, and our mean Union Security Insurance Company.

You and your mean an eligible employee or member of the *policyholder* or an *associated company* who has become insured for a coverage.

## DEFINITIONS FOR DENTAL INSURANCE

*Allowable charge* means:

- For a covered dental service rendered by a *network provider*, the *allowable charge* is based on an amount that the *network provider* has agreed to accept.
- For a covered dental service rendered by an *out-of-network provider*, the *allowable charge* is the reasonable charge. The reasonable charge is the charge made by other providers in the same geographic area based on zip code for the same *treatment*.

*Benefit year* means a calendar year beginning on January 1 of any year and ending on December 31 of that year.

*Dental hygienist* means an individual who is licensed to practice dental hygiene and acting under the supervision of a *dentist* within the scope of that license in treating the dental condition.

*Dental insurance* means the group dental insurance under the *policy* issued by us to the *policyholder*.

*Dental treatment plan* means the *dentist's* report of recommended *treatment* which contains:

- a list of the charges and dental procedures required for dental care;
- any supporting pre-operative x-rays; and
- any other appropriate diagnostic materials required by us.

*Dentist* means an individual who is licensed to practice dentistry and acting within the scope of that license in treating the dental condition.

*Denturist* means an individual who is licensed to make dentures and acting within the scope of that license in treating the dental condition.

*Emergency dental treatment* means any dental *treatment* that is rendered as the direct result of unforeseen events or circumstances which require prompt attention.

*Family unit* means you and your *covered dependents*.

*Functioning natural tooth* means a *natural tooth* in the person's arch (upper or lower) which is making contact in the chewing process with another *natural tooth* or prosthetic (artificial) replacement tooth which is opposed in the person's other arch (upper and lower).

*Immediate family member* means a person who is related to the *covered person* in any of the following ways: parent, spouse, *domestic partner*, child, brother, sister, grandparent or grandchild.

*Natural tooth* means any tooth or part of a tooth that is organic and formed by the natural development of the body (that is, not manufactured). Organic portions of the tooth include the crown enamel and dentin, the root cementum and dentin, and the enclosed pulp (nerve).

*Network provider* means a *dentist* who is a participant in the *network provider plan*.

*Network provider plan* means the dental care delivery system in which *network providers* participate and under which we provide certain dental benefits.

*Other group dental expense coverage* means:

- any other group policy providing benefits for dental expenses; or

## DEFINITIONS FOR DENTAL INSURANCE (continued)

- any plan providing dental expense benefits (whether through a dental services organization or other party providing prepaid health or related services) which is arranged through any employer or through direct contact with persons eligible for that plan.

*Out-of-network provider* means a *dentist* who is not a participant in the *network provider plan* at the time covered dental services are provided.

*Out-of-network provider plan* means the plan under which we provide certain dental benefits for services received from an *out-of-network provider*.

*Periodontal maintenance procedures* mean recall procedures for patients who have undergone either surgical or non-surgical *treatment* for periodontal disease. The procedures include examination, periodontal evaluation and any further scaling and root planing for dental care.

*Treatment* means any dental consultation, service, supply, or procedure that is needed for the care of the teeth and supporting tissues.

## SUMMARY OF GROUP DENTAL INSURANCE

This summary is intended to help understand the group insurance *policy*. It does not change any of its provisions.

### Dental Insurance

We pay benefits if a *covered person* incurs covered dental expenses in excess of the deductible amount. The benefit and deductible may vary according to procedure. The *policy* explains which dental expenses receive limited or no benefits. In addition, waiting periods may apply to some procedures.

If a *covered person* has more than one dental expense plan, benefits from us may be reduced so that all benefits received are not more than the actual expenses.

**Please read  
the following pages  
carefully.**

## ELIGIBILITY AND TERMINATION PROVISIONS FOR DENTAL INSURANCE

### Eligible Persons

To be eligible for insurance, a person must:

- be a member of an *eligible class*; and
- complete any Service Requirement shown in the Schedule by continuous service with the employer, the *policyholder*, or an *associated company*.

The Present Service Requirement applies to persons in an *eligible class* on the Effective Date of the *policy*. The Future Service Requirement applies to persons who become members of an *eligible class* after that.

### Effective Date for an Eligible Person

Any *noncontributory* insurance will take effect on the Entry Date shown in the Schedule.

For any *contributory* insurance, a person must apply for insurance on a form acceptable to us, and agree to pay part or all of the premium.

- If a person applies before becoming eligible, insurance will take effect on the Entry Date shown in the Schedule.
- If the application is made on the date the person becomes eligible, or within 31 days after that, insurance will take effect on the Entry Date occurring on or after the date of the application.
- If application is made more than 31 days after the day the person becomes eligible or after insurance ended because the premium was not paid, then *dental insurance* will take effect on the Entry Date occurring on or after the date the request is made. However, for the first 24 months after becoming insured under the *policy*, the Late Entrant Limitation in the Special Limitations section will apply unless application is made during the annual enrollment period.

In no event will a person's insurance take effect before the *policyholder's* effective date.

### Exception to Effective Date

If an eligible person is not at *active work* on the day insurance would otherwise take effect, insurance will not take effect until the person returns to *active work*. If the day insurance would normally take effect is not a regular work day for a person, insurance will take effect on that day if the person is able to do his or her regular job.

### When a Person's Insurance Ends

Your insurance will end on the earliest of:

- the day the *policy* ends;
- the day the *policy* is changed to end the insurance for a person's *eligible class*;
- the last day of the month in which a person is no longer in an *eligible class*;
- the last day of the month in which a person stops *active work*; or
- the day a required contribution was not paid.

### Re-entry

If a person re-enters an *eligible class* within 12 months after insurance ends, the person will not have to complete the Service Requirement again. All other provisions of the *policy* will apply as if the person were newly eligible.

## DEPENDENT ELIGIBILITY AND TERMINATION PROVISIONS FOR DENTAL INSURANCE

### Eligible Dependents

Your *eligible dependents* are:

- your lawful spouse or *domestic partner*, and
- your children who are less than age 26.

“Children” include any adopted children. A child will be considered adopted on the date of placement in your home. Stepchildren and foster children and your *domestic partner’s* children are also included if they depend on you for support and maintenance. “Children” also include any children for whom you are the legal guardian, who reside with you on a permanent basis and depend on you for support and maintenance.

An *eligible dependent* will not include any person who is a member of an *eligible class* and may not be covered under the *policy* by more than one person. However, if you and your spouse or *domestic partner* are both members of an *eligible class*, then one of you may request to be an *eligible dependent* of the other.

### Dependent Effective Date

Any *noncontributory* dependent insurance will take effect on the day the dependent becomes an *eligible dependent*, or, if later, on the Entry Date shown in the Schedule.

For any *contributory* dependent insurance, you must apply for dependent insurance on a form acceptable to us. You must also agree to pay your share of the premium.

- If you apply before the dependent becomes eligible, dependent insurance will take effect on the Entry Date shown in the Schedule.
- If you apply on the date the dependent becomes eligible, or within 31 days after that, dependent insurance will take effect on the Entry Date occurring on or after the date of your application.
- If you apply more than 31 days after the dependent becomes eligible or after dependent insurance ended because the premium was not paid, *dental insurance* will take effect on the Entry Date occurring on or after the date the request is made. However, for the first 24 months after becoming insured under the *policy*, the Late Entrant Limitation in the Special Limitations section will apply unless application is made during the annual enrollment period.

### Exception to Dependent Effective Date

Dependent insurance will not take effect until your insurance for the same coverage under the *policy* takes effect.

If an *eligible dependent* is in a hospital or similar facility on the day insurance would otherwise take effect, it will not take effect until the day after the *eligible dependent* leaves the hospital or similar facility. This exception does not apply to a child born while dependent insurance is in effect. Dependent insurance for a newborn dependent child, including an adopted newborn dependent child, will automatically take effect at birth. Insurance will continue for 31 days. If you want insurance to continue for a newborn beyond 31 days, you must notify us (if you do not already have dependent child insurance) and make the required premium payment within the 31-day period.

### When Dependent Insurance Ends

A dependent’s insurance will end on the earliest of:

- the day the *policy* ends;
- the day the *policy* is changed to end dependent insurance;
- the last day of the month in which that dependent is no longer eligible;



**DEPENDENT ELIGIBILITY AND TERMINATION PROVISIONS FOR DENTAL INSURANCE (continued)**

- the day your insurance for the same coverage under the *policy* ends; or
- the day a required contribution for dependent insurance was not paid.

## SPECIAL INSURANCE CONTINUANCE PROVISIONS

### Continuance of Insurance

The *policyholder* may elect to continue your insurance and your dependent insurance, if any, on a premium-paying basis if you are unable to perform *active work* for a reason shown below. You must remain in other respects a member of the *eligible class*. The continuance cannot be more than the maximum continuance shown below but may be a lesser time period as elected by the *policyholder*. Continuance must be based on a uniform policy, and not individual selection.

The maximum continuance for *dental insurance* is the longest applicable period described below:

- 12 months\* for injury, sickness, or pregnancy;
- 3 months\* for temporary lay-off (only with the *policyholder's* expectation that you will resume *active work*), leave of absence (other than a family or medical leave of absence described below), or change to part-time; or
- the end of the period the *policyholder* is required to allow\* for a family or medical leave of absence under:
  - the federal Family and Medical Leave Act; or
  - any similar state law.

\*after the last day of *active work*.

Any leave of absence, including a family or medical leave of absence described above, must be approved in advance in writing by the *policyholder* if the insurance is to be continued.

### Dependent Continuance

As specified below, dependent *dental insurance* may continue, subject to the provisions that describe when insurance ends, and all other terms and conditions of the *policy*. Premiums are required for any coverage continued.

#### Physically or Intellectually Disabled Dependent Children

Dependent *dental insurance* for an *eligible dependent* child will continue beyond the date a child attains an age limit, if, on that date, he or she:

- is unable to earn a living because of a physically or intellectually disabling injury, illness or condition; and
- is chiefly dependent upon you for support and maintenance.

We must receive proof of the above within 120 days after the child attains the age limit and each year after that, beginning 2 years after the child attains the age limit. There will be no increase in premium for this continued coverage.

Dependent *dental insurance* will end when the child is able to earn a living or is no longer dependent on you for support and maintenance.

### Federal Continuance

Under the provisions of the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), a *covered person* may have the right to continue *dental insurance* coverage beyond the date insurance would otherwise terminate. You should contact the *policyholder* concerning your right to continue coverage.

## SPECIAL INSURANCE CONTINUANCE PROVISIONS (continued)

### State Continuance

The following provisions are only applicable to California *policyholders* with 2 to 19 employees on at least 50 percent of the working days during the preceding calendar year.

A *qualified beneficiary's* plan of *dental insurance* may be continued if the *qualified beneficiary* notifies the *policyholder* or us of their desire to continue *dental insurance* within 60 days of the later of the following dates:

- the date of the *qualifying event*;
- the date the *qualified beneficiary* is notified of their right to continue *dental insurance*; or
- the date the *qualified beneficiary's* dental insurance under the policy would terminate.

In order to continue *dental insurance*, the entire premium must be paid by, or on behalf of, the *qualified beneficiary* within 45 days of date of their election to continue insurance. The entire premium will not exceed 110% of the premium that would have applied if the *qualified beneficiary* had not experienced a *qualifying event*.

*Qualified beneficiary* means a *covered person* who, on the day before experiencing a *qualifying event*, is insured under the *policy*.

*Qualifying event* means any event that results in a loss of *dental insurance* for which continuance under the State Continuance provision is available.

This continuance is subject to all other terms and conditions of the *policy*.

### Continuation for You

Your plan of *dental insurance*, including any dependent *dental insurance*, may be continued if you stop *active work* due to any of the following *qualifying events*:

- your employment ends due to voluntary termination, an unapproved leave of absence, lay off, or dismissal for reasons other than gross misconduct; or
- your work hours are reduced to less than *full-time*.

Your plan of *dental insurance*, including coverage for any *covered dependents*, will end on the earliest of:

- the date you fail to make any required premium payment;
- the date you become covered under any *other group dental expense coverage*. Your *dental insurance* may be continued if the new group dental plan excludes or limits a current condition as a pre-existing condition or for a specific waiting period. Continued coverage will end when you satisfy the new plan's pre-existing limitation or waiting period;
- the date the *policy* ends; or
- 36 months after the date continued coverage began.

### Continuance for Dependent Children

Insurance for a *covered dependent* child may be continued if the child ceases to be an *eligible dependent* due to any of the following *qualifying events*:

- the child ceases to be dependent upon you;

## SPECIAL INSURANCE CONTINUANCE PROVISIONS (continued)

- the child attains the age limit for dependent insurance as described in the Eligible Dependents provision;
- you die;
- you divorce or legally separate from your spouse; or
- your domestic partnership is terminated.

### Continuance for Dependent Spouse or Domestic Partner

Insurance for a *covered dependent* spouse or *domestic partner* may be continued if he or she ceases to be an *eligible dependent* due to any of the following *qualifying events*:

- the dependent spouse becomes divorced or legally separated from you;
- the termination of your domestic partnership; or
- you die.

### When Continuance for Dependents Ends

Insurance for dependents will end on the earliest of:

- the date any required premium payment is not made by, or on behalf of, the *covered dependent*;
- the date the *covered dependent* becomes covered under any *other group dental expense coverage*. Your dependent's *dental insurance* may be continued if the new group dental plan excludes or limits a current condition as a pre-existing condition or for a specific waiting period. Continued coverage will end when your dependent satisfies the new plan's pre-existing limitation or waiting period;
- the date the *policy* ends; or
- 36 months after the date continued coverage began.

### Additional Continuance Provisions

If more than one *qualifying event* occurs to you, *dental insurance* will not continue under this provision for more than 36 months after the first *qualifying event* occurred.

If more than one *qualifying event* occurs to a *covered dependent*, dependent *dental insurance* will not continue under this provision for more than 36 months after the first *qualifying event* occurred. The date of your first *qualifying event* will be considered the first *qualifying event* for a *covered dependent* who later experiences another *qualifying event*.

A *covered person* may be eligible to continue insurance under a succeeding dental plan for the balance of the continuation of period that would have remained under the *policy* if the *policyholder* changes dental plans.

## DENTAL INSURANCE

### Insurance Provided

We will pay benefits for covered dental expenses identified in the *policy* when incurred by a *covered person*. We will pay the coinsurance percentage shown in the Schedule after a *covered person* has satisfied any deductible required for the *benefit year*, subject to all the terms and conditions of the *policy*.

Covered dental expenses will only include *treatment* provided to a *covered person* for which, as outlined in the Covered Dental Expenses section, the date started and the date completed occur while the person is insured under the *policy*. No payment will be made for a program of dental *treatment* already in progress on the effective date of a person's insurance, except as stated in the Continuity of Coverage provision, if any. No payment will be made for dental *treatment* completed after a *covered person's* insurance under the *policy* ends, except as stated in the Extension of Benefits provision.

### Network Provider Plan

We will provide the benefits of the *network provider plan*, as shown in the Schedule, for covered expenses incurred by a *covered person* if the *treatment* is provided by a *network provider*. A *covered person* must be identified as being insured under the *network provider plan* each time *treatment* is received, to obtain the benefits of the *network provider plan*. We will provide the benefits of the *out-of-network provider plan*, as shown in the Schedule, for covered dental expenses incurred by a *covered person* if the *treatment* is provided by a dental care provider who is not a participant in the *network provider plan*.

### Deductible

The deductible is the amount shown in the Schedule and will be applied to each class of dental services as indicated in the Schedule. The deductible is the amount of covered dental expenses that each *covered person* must incur in a *benefit year* before we will pay benefits. When covered dental expenses equal to the deductible amount have been incurred and submitted to us, the deductible will be satisfied. We will not pay benefits for covered dental expenses applied to the deductible.

If the deductible amount is increased during a *benefit year*, further covered dental expenses must be incurred after the date of increase to satisfy the additional deductible for that *benefit year*.

The deductible will apply to each *covered person* separately each *benefit year* except as stated in the Maximum Family Deductible section.

### Maximum Family Deductible

The Maximum Family Deductible is shown in the Schedule. It indicates the number of persons in your *family unit* who must each satisfy an individual deductible in order to satisfy the family deductible. Once that number of persons has satisfied a deductible for a *benefit year*, we will consider the deductible to be satisfied for each person in your *family unit* for that *benefit year*. We will pay benefits for covered dental expenses incurred on or after the date the required number of persons has satisfied the deductible amount.

### Benefit Year Maximum

The maximum benefit payable to each *covered person* during a *benefit year* is shown in the Schedule. This maximum will apply even if coverage for a *covered person* ends and starts again within the same *benefit year* or if a *covered person* has been covered both as an employee and a dependent.

### Date Started and Date Completed

If the *policy* includes any of the following listed services, we consider a dental *treatment* to be started as follows:

- for a full or partial denture, on the date the first impression is taken
- for a fixed bridge, crown, inlay and onlay, on the date the teeth are first prepared

## DENTAL INSURANCE (continued)

- for root canal therapy, on the date the pulp chamber is first opened
- for periodontal surgery, on the date the surgery is performed and
- for all other *treatment*, on the date *treatment* is rendered

and we consider a dental *treatment* to be completed as follows:

- for a full or partial denture, the date a final completed appliance is first inserted in the mouth
- for a fixed bridge, crown, inlay and onlay, the date an appliance is cemented in place and
- for root canal therapy, the date a canal is permanently filled.

### Covered Dental Expenses

Covered dental expenses include only the lesser of the discounted amount agreed upon by the *network provider* under the *network provider plan*, the *dentist's* actual charge, or the *allowable charge* for expenses incurred by a *covered person*. The *treatment* must be:

- performed by or under the direction of a *dentist*, or performed by a *dental hygienist* or *denturist*
- for dental care and
- started and completed while a *covered person* is insured, except as otherwise provided in the Extension of Benefits provisions and Continuity of Coverage, if any.

Expenses submitted to us must identify the *treatment* performed. We reserve the right to request x-rays, narratives and other diagnostic information to determine benefits.

We consider *treatment* received in the interim of the final *treatment* such as placement of a temporary crown prior to placement of the permanent crown to be an integral part of the final *treatment*. The sum of the fees for interim and final *treatment* will be used to determine whether the charges are *allowable charges*.

The following is a complete list of covered dental expenses. We will not pay benefits for expenses incurred for any service not listed in the *policy*.

### Class I: Preventive Dental Services

- All oral evaluations, limited to 2 times in any 12-month period
- Intraoral complete series x-rays, including bitewings and 10 to 14 periapical x-rays, or panoramic film, limited to 1 time in any 60-month period
- Intraoral periapical x-rays, limited to 4 films in any 12-month period
- Intraoral occlusal x-rays, limited to 2 films in any 12-month period
- Extraoral x-rays, limited to 1 film in any 6-month period
- Bitewing x-rays (two or four films), limited to 1 time in any 12-month period
- Genetic test for susceptibility to oral diseases, limited as follows:
  - Limited to 1 test per lifetime and

## DENTAL INSURANCE (continued)

- Limited to persons over age 18
- Dental prophylaxis, limited to 2 times in any 12-month period
- Topical fluoride *treatment*, limited to:
  - 1 time in any 6-month period and
  - *Covered dependent* children less than age 14
- Sealants, limited to:
  - 1 time per tooth in any 36-month period
  - Applications made to the occlusal surface of unrestored permanent molar teeth and
  - *Covered dependent* children less than age 14
- Space maintainers, including all adjustments made within 6 months of installation, limited to *covered dependent* children less than age 19

### Class II: Basic Dental Services

#### Diagnostic Services

- Accession and examination of tissue

#### Restorative Services (Fillings)

- Amalgam restorations (fillings), limited as follows:
  - Multiple restorations on one surface will be considered a single filling
  - Benefits for the replacement of an existing amalgam restoration will only be considered for payment if at least 24 months have passed since the existing amalgam restoration was placed
  - Mesial-lingual, distal-lingual, mesial-facial, and distal-facial restorations will be considered single surface restorations
- Composite restorations (fillings) on anterior teeth only, limited as follows:
  - Mesial-lingual, distal-lingual, mesial-facial, and distal-facial restorations will be considered single surface restorations
  - Benefits for the replacement of an existing composite restoration will only be considered for payment if at least 24 months have passed since the existing composite restoration was placed
  - Benefits for composite restorations on posterior teeth will be based on the benefit allowed for the corresponding amalgam restoration
- Pin retention restorations, covered only in conjunction with an amalgam or composite restoration, pins limited to 1 time per tooth.
- Silicate restorations (fillings)

#### Endodontic Services

## DENTAL INSURANCE (continued)

- Pulpotomy, limited to *covered dependent* children less than age 19
- Root canal therapy, including all pre-operative, operative and post-operative x-rays, canal preparation and fitting of preformed dowel or post, bacteriologic cultures, diagnostic tests, local anesthesia and routine follow-up care, limited to 1 time on the same tooth in any 24-month period (including teeth treated prior to the date the insurance takes effect under the *policy*)
- Apicoectomy/periradicular surgery (anterior, bicuspid, molar, each additional root), including all pre-operative, operative and post-operative x-rays, bacteriologic cultures, diagnostic tests, local anesthesia and routine follow-up care)
- Retrograde filling--per root
- Root amputation--per root
- Hemisection, including any root removal and an allowance for local anesthesia and routine post-operative care, does not include a benefit for root canal therapy

### Periodontal Surgical Services

- Periodontal related services as listed below, limited to:
  - 1 time per quadrant of the mouth in any 36-month period with charges combined for each of these services performed in the same quadrant within the same 36-month period
    - Gingivectomy
    - Osseous surgery
- Osseous grafts, limited to *treatment* when periodontal disease is present, excludes grafting after extractions
- Guided tissue regeneration
- Pedicle grafts
- Tissue grafts

### Periodontal Non-surgical Services

- Periodontal scaling and root planing (per quadrant), limited to 1 time per quadrant of the mouth in any 24-month period. Benefits for prophylaxis and scaling and root planing, performed during the same appointment, will be based on the *allowable charge* for a prophylaxis. Benefits for scaling and root planing and *periodontal maintenance procedures*, performed during the same appointment, will be based on the *allowable charge* for *periodontal maintenance procedures*.
- Full mouth debridement, limited to once per lifetime
- *Periodontal maintenance procedure* (following active *treatment*), limited to 2 dental prophylaxis or 2 *periodontal maintenance procedure* in any 12-month period
- Localized delivery of antimicrobial agents via a controlled release vehicle into diseased crevicular tissue, per tooth by report, limited to 1 application per tooth in any 12-month period

### Oral Surgery Services



## DENTAL INSURANCE (continued)

- Oral surgery services as listed below, including an allowance for local anesthesia and routine post-operative care
  - Surgical extractions (including extraction of wisdom teeth)
  - Alveoloplasty
  - Vestibuloplasty
  - Removal of lateral exostosis—maxilla or mandible
  - Frenulectomy (frenectomy or frenotomy)
  - Excision of hyperplastic tissue—per arch
  - Orantral fistula closure

If more than one complex surgical procedure is performed per area of the mouth, only the most inclusive surgical procedure performed will be considered a covered dental expense.

- Tooth re-implantation and/or stabilization of accidentally evulsed or displaced tooth and/or alveolus
- Extraction, erupted tooth or exposed root (elevation and/or forceps removal)
- Biopsy
- Incision and drainage only if not performed on the same day as an extraction

### Other Basic Services

- Palliative (emergency) *treatment* of dental pain, considered for payment as a separate benefit only if no other *treatment* (except x-rays) is rendered during the visit
- Consultation, including specialist consultations, limited as follows:
  - Considered for payment only if billed by a *dentist* who is not providing operative *treatment*
  - Benefits will not be considered for payment if the purpose of the consultation is to describe the *dental treatment plan*
- Therapeutic drug injections

### **Class III: Major Dental Services**

#### Inlay, Onlay, and Crown Restorations

- Inlays and onlays
  - Covered only when there is extensive decay or fracture and the tooth cannot be restored by an amalgam or composite filling
  - Covered only if more than 7 years have elapsed since last placement and
  - Limited to persons over age 16
- Crowns, including porcelain crowns on anterior teeth only (includes an allowance for all temporary restorations and appliances, and 1 year follow-up care)

## DENTAL INSURANCE (continued)

- Covered only when there is extensive decay or fracture and the tooth cannot be restored by an amalgam or composite filling
- Covered only if more than 7 years have elapsed since last placement and
- Limited to persons over age 16
- Labial veneers (only for anterior teeth)
  - Covered only if more than 7 years have elapsed since last placement and
  - Limited to persons over age 16
- Crown build-up, including pins and prefabricated posts
- Post and core, covered only for endodontically treated teeth requiring crowns
- Stainless steel crowns, limited to:
  - 1 time in any 36-month period
  - Teeth not restorable by an amalgam or composite filling and
  - *Covered dependent* children less than age 19

### Full and Partial Dentures (Removable)

- Full dentures (includes an allowance for all temporary restorations and appliances, and 1 year follow-up care), limited as follows
  - Limited to 1 time per arch unless
    - 7 years have elapsed since last replacement and
    - the denture cannot be made serviceable
  - We will not pay additional benefits for personalized dentures or overdentures or associated *treatment*
- Partial dentures, including any clasps and rests and teeth, (includes an allowance for all temporary restorations and appliances, and 1 year follow-up care), limited as follows:
  - Limited to 1 partial denture per arch unless
    - 7 years have elapsed since last replacement, unless there is dental *treatment* for an extraction of an additional *functioning natural tooth* and
    - the partial denture cannot be made serviceable
  - There are no benefits for precision or semi-precision attachments
- Each additional clasp and rest
- Denture adjustments, limited to:
  - 1 time in any 12-month period and

## DENTAL INSURANCE (continued)

- Adjustments made more than 12 months after the insertion of the denture
- Relining or rebasing dentures, limited to:
  - 1 time in any 36-month period and
  - Relining or rebasing done more than 12 months after the insertion of the denture
- Tissue conditioning performed more than 12 months after the initial insertion of the denture

### Implant Services

- Endosseous implants (including implant abutments), limited as follows:
  - Only one abutment will be covered per implant
  - Benefits for the replacement of an existing implant are payable only if the existing implant is:
    - more than 7 years old and
    - cannot be made serviceable

### Fixed Partial Dentures (Bridges)

- Fixed bridges, limited as follows (includes an allowance for all temporary restorations and appliances, and 1 year follow-up care)
  - Limited to persons over age 16
  - Benefits for the replacement of an existing fixed bridge are payable only if the existing bridge
    - is more than 7 years old and
    - cannot be made serviceableunless there is dental *treatment* for an extraction of an additional *functioning natural tooth* and the extracted tooth was not an abutment to an existing bridge
  - A fixed bridge replacing the extracted portion of a hemisected tooth is not covered

### Oral Surgery Services

- General anesthesia and intravenous sedation for the first 30 minutes and one additional 15 minute unit, limited as follows:
  - Considered for payment as a separate benefit only with surgical extractions and when administered in the *dentist's* office or outpatient surgical center in conjunction with oral surgery services which are listed as covered services under the *policy*
  - Benefits for general anesthesia will be based on the benefit allowed for the corresponding intravenous sedation

### Other Major Services

- Repairs to or recementing of full or partial dentures, bridges, crowns and inlays, limited to repairs or adjustments performed more than 12 months after the initial insertion

## DENTAL INSURANCE (continued)

### Pre-estimate

If the charge for any *treatment* is expected to exceed \$300, we recommend that a *dental treatment plan* be submitted to us for review before *treatment* begins. An estimate of the benefits payable will be sent to the *covered person* and the *dentist*.

In estimating the amount of benefits payable, we will consider whether or not an alternate *treatment* will meet generally accepted dental standards. If a *covered person* and the *dentist* agree to a more expensive *treatment* than that pre-estimated by us, we will not pay the excess amount.

The pre-estimate is not an agreement for payment of the dental expenses. The pre-estimate process lets a *covered person* know in advance approximately what portion of the expenses will be considered covered dental expenses by us.

### Alternate Treatment

If an alternate *treatment* can be performed to correct a dental condition, the maximum covered dental expense we will consider for payment will be the least expensive *treatment* which will meet generally accepted dental standards. We will not provide a full payment, a partial payment, or an alternate *treatment* payment for any service that is not a covered dental expense.

### Special Limitations

#### Late Entrant Limitation

If you apply for *dental insurance* more than 31 days after a *covered person* first becomes eligible, the person is a late entrant. The benefits for the first 24 months of coverage for late entrants will be limited as follows:

<u>Time Insured Continuously Under the Policy</u>	<u>Benefits Provided for Only These Services</u>
Less than 6 months	Class I Dental Services
At least 6 months but less than 12 months	Class I & Class II Restorative Services
At least 12 months but less than 24 months	Class I & all Class II Dental Services

We will not pay for any *treatment* that is started or completed during the late entrant limitation period.

#### Missing Teeth Limitation

We will not pay benefits for replacement of teeth missing on a *covered person's* effective date of insurance under the *policy* for the purpose of the initial placement of a prosthetic device to replace a missing tooth. However, expenses for the replacement of teeth missing on the effective date will be considered for payment as follows:

- The initial placement of full or partial dentures will be considered a covered dental expense if the placement includes the initial replacement of a *functioning natural tooth* extracted while a *covered person* was insured under the *policy*.
- The initial placement of a fixed bridge will be considered a covered dental expense if the placement includes the initial replacement of a *functioning natural tooth* extracted while a *covered person* was insured under the *policy*. However, the following restrictions will apply:
  - The replacement of an extracted tooth will not be considered a covered dental expense if it was an abutment to an existing prosthesis
  - Benefits will only be paid for the replacement of the teeth extracted while a *covered person* was insured under the *policy*

## DENTAL INSURANCE (continued)

- Benefits will not be paid for the replacement of other teeth which were missing on a *covered person's* effective date

### General Exclusions

We will not pay benefits for expenses incurred for any of the following:

- *Treatment* or an appliance which
  - Is not included in the list of covered dental expenses
  - Is not required for dental health
  - Does not meet generally accepted dental standards
  - Does not restore the tooth
- *Treatment* related to procedures that are:
  - Part of a service but are not reported as separate services
  - Reported in a *treatment* sequence that does not meet generally accepted dental standards
  - Misreported or that represent a procedure other than the one reported
- Appliances, inlays, cast restorations, crowns, or other laboratory prepared restorations used primarily for the purpose of splinting
- Any *treatment* or appliance, the sole or primary purpose of which relates to
  - The change or maintenance of vertical dimension
  - The alteration or restoration of occlusion except for occlusal adjustment in conjunction with periodontal surgery
  - Bite registration
  - Bite analysis
  - Attrition or abrasion
- Replacement of a lost or stolen appliance or prosthesis
- Educational procedures, including but not limited to oral hygiene, plaque control or dietary instructions
- Completion of claim forms or missed dental appointments
- Personal supplies or equipment, including but not limited to water piks, toothbrushes, floss holders, or athletic mouthguards
- Administration of nitrous oxide or any other agent to control anxiety
- *Treatment* for a jaw fracture
- *Treatment* provided by a *dentist, dental hygienist, or denturist* who is

## DENTAL INSURANCE (continued)

- An *immediate family member* or a person who ordinarily resides with a *covered person*
- An employee of the *policyholder*
- A *policyholder*
- Hospital or facility charges for room, supplies or emergency room expenses or routine chest x-rays and medical exams prior to oral surgery
- *Treatment* provided primarily for cosmetic purposes
- *Treatment* which may not reasonably be expected to successfully correct the person's dental condition for a period of at least 3 years
- Crowns, inlays, cast restorations, or other laboratory prepared restorations on teeth which do not have extensive decay or fracture and can be restored with an amalgam or composite resin filling
- Any *treatment* required directly or indirectly to diagnose or treat a muscular, neural, or skeletal disorder, dysfunction, or disease of the temporomandibular joint or its associated structures
- *Treatment* for the prevention of bruxism (grinding of teeth)
- Orthodontic treatment
- *Treatment* performed outside the United States, except for *emergency dental treatment*. The maximum benefit payable to any person during a *benefit year* for covered dental expenses related to *emergency dental treatment* performed outside the United States is \$100.
- *Treatment* or appliances which are covered under any Workers' Compensation Law, Employer's Liability Law or similar law. A person must promptly claim and notify us of all such benefits.
- *Treatment* for which a charge would not have been made in the absence of insurance
- *Treatment* for which a *covered person* does not have to pay, except when payment of such benefits is required by law and only to the extent required by law

### Extension of Benefits

If a *covered person's* insurance under the *policy* ends, we will extend benefits for any claim related to dental *treatment* rendered on a specific tooth that began while insured under the *policy*. We will continue to pay benefits for covered dental expenses for such *treatment* that is rendered within 30 days after the date insurance ends.

Any extension of benefits will be subject to payment of the Benefit Year Maximum, Overall Benefit Maximums and other limitations of the *policy*.

This extension will not apply if the *policyholder* ends insurance and the *policy* is replaced with another plan of group dental insurance within 30 days of the date the *policy* ends.

## CONTINUITY OF COVERAGE

### Definitions

*Prior plan* means the *policyholder's* plan of group dental insurance, if any, under which you were insured on the day before the Effective Date of the *policy*.

### Continuity of Coverage for You

If the *policy* replaces the *prior plan*, we will provide continuity of coverage if you were covered under the *prior plan* on the day before coverage was replaced by the *policy*.

If you

- are at *active work* on the Effective Date of the *policy* and
- apply for insurance before or within 31 days of the Effective Date of the *policy*,

you will be insured under this *policy*.

If you are not at *active work* on the Effective Date of the *policy*, you will be insured by us and will be provided the benefits of the *policy* until the earliest of:

- the end of any period of continuance of the *prior plan*;
- the date a required contribution, if any, was not paid; or
- the date coverage ends, according to the provisions of the *policy*.

### Continuity of Coverage for Your Dependents

If the *policy* replaces the *prior plan*, we will provide continuity of coverage for your *eligible dependents*, if any, who were covered under the *prior plan* on the day before coverage was replaced by the *policy*.

If

- the dependent is not in a hospital or similar facility on the Effective Date of the *policy*, and
- you apply for dependent insurance before or within 31 days of the Effective Date of the *policy*,

the dependent will be insured under the *policy*.

If the dependent is in a hospital or similar facility on the Effective Date of the *policy*, the dependent will be insured by us and will be provided the benefits of the *policy* until the earliest of:

- the end of any period of continuance of the *prior plan*; or
- the date a required contribution, if any, was not paid; or
- the date coverage ends, according to the provisions of the *policy*.

### Prior Extractions

If dental *treatment* is due to an extraction which occurred before the effective date of this coverage but while a *covered person* was covered under the *prior plan* and *treatment* would have been covered under the *policyholder's prior plan*, we will apply the Coverage for Treatment in Progress provision as stated below and consider expenses as follows:

- the replacement of the extracted tooth must take place within 12 months of extraction; and

## CONTINUITY OF COVERAGE (continued)

- expenses must be covered dental expenses under this *policy* and the *prior plan*.

### Waiting Periods and Late Entrant Limitations

If a *covered person*:

- was covered under the *prior plan* on the day before the *prior plan* was replaced by this *policy*;
- is eligible on the effective date of this *policy* for *dental insurance*; and
- you elect *dental insurance* for yourself and your dependents under this *policy* before or within 31 days of the effective date of this *policy*;

then any Waiting Period for Timely Applicants will be waived for any Class of dental services covered under the *prior plan* and this *policy*.

If a *covered person*:

- was eligible but not covered under the *prior plan* on the day before the *prior plan* was replaced by this *policy*;
- is eligible on the effective date of this *policy* for *dental insurance*; and
- you apply for *dental insurance* for yourself and your dependents under this *policy* before or within 31 days of the effective date of this *policy*, then

a *covered person* will be subject to the Late Entrant Limitation in the Special Limitations section.

### Coverage for Treatment in Progress

If a *covered person* was covered under the *prior plan* on the day before the *prior plan* was replaced by this *policy*, we will pay benefits for any program of dental *treatment* already in progress on the effective date of this *policy* as stated below. However, the expenses must be covered dental expenses under this *policy* and the *prior plan*.

- Extension of Benefits under Prior Plan

We will not pay benefits for *treatment* if:

- the *prior plan* has an extension of benefits provision;
- the *treatment* expenses were incurred under the *prior plan*; and
- the *treatment* was completed during the extension of benefits.

- No Extension of Benefits under Prior Plan

We will pro-rate benefits according to the percentage of *treatment* performed while insured under the *prior plan* if:

- the *prior plan* has no extension of benefits when that plan terminates;
- the *treatment* expenses were incurred under the *prior plan*; and
- the *treatment* was completed while insured under this *policy*.

- Treatment Not Completed during Extension of Benefits



## CONTINUITY OF COVERAGE (continued)

We will pro-rate benefits according to the percentage of *treatment* performed while insured under the *prior plan* and during the extension if:

- the *prior plan* has an extension of benefits;
- the *treatment* expenses were incurred under the *prior plan*; and
- the *treatment* was not completed during the *prior plan's* extension of benefits.

We will consider only the percentage of *treatment* completed beyond the extension period to determine any benefits payable under this *policy*.

### **Deductible Credit**

We will credit this *policy's* deductible amount by the amount of covered dental expenses incurred by a *covered person* in the current *benefit year* and applied to covered dental expenses under the *prior plan's* deductible. You must supply us with proof that these expenses were incurred.

### **Maximum Benefit Credit**

All paid benefits applied to the maximum benefit amounts under the *prior plan* will also be applied to the maximum benefit amounts under this *policy*.

## COORDINATION OF BENEFITS

### Applicability

The Coordination of Benefits (COB) provision applies when a *covered person* has dental care coverage under more than one *plan*. *Plan* is defined below. All of the benefits provided under the *policy* are subject to *this provision*.

### Definitions

*Allowable expense* means a dental care item of expense, including deductibles, coinsurance and copayments, that is covered at least in part by any *plan* covering the person. When a *plan* provides benefits in the form of services, the reasonable cash value of each service will be considered an *allowable expense* and a benefit paid. An expense that is not covered by any *plan* covering the person is not an *allowable expense*. In addition, any expense that a provider by law or in accordance with a contractual agreement is prohibited from charging a *covered person* is not an *allowable expense*.

The following are examples of expenses that are not *allowable expenses*:

- If a *covered person* is covered by 2 or more *plans* that compute their benefit payments on the basis of:
  - dental care, usual and customary fees; or
  - relative-value, schedule-reimbursement methodology; or
  - other similar reimbursement methodology,any amount in excess of the highest reimbursement amount for a specific benefit is not an *allowable expense*.
- If a *covered person* is covered by 2 or more *plans* that provide benefits or services on the basis of negotiated fees, an amount in excess of the highest of the negotiated fees is not an *allowable expense*.
- If a *covered person* is covered by one *plan* that calculates its benefits or services on the basis of:
  - dental care, usual and customary fees; or
  - relative-value, schedule-reimbursement methodology; or
  - other similar reimbursement methodology; and
  - another *plan* that provides its benefits or services on the basis of negotiated fees;

the *primary plan's* payment arrangement will be the *allowable expenses* for all *plans*.

However, if the provider has contracted with the *secondary plan* to provide:

- the benefit or service for a specific negotiated fee; or
- payment amount that is different than the *primary plan's* payment arrangement; and
- if the provider's contract permits,

the negotiated fee or payment shall be the *allowable expenses* used by the *secondary plan* to determine its benefits.

## COORDINATION OF BENEFITS (continued)

- The amount of any benefit reduction by the *primary plan* because a *covered person* has failed to comply with the *plan* provisions is not an *allowable expense*. Examples of these types of *plan* provisions include:
  - any required second opinion,
  - some form of predetermination of *treatment*, and
  - preferred provider arrangements.

*Birthday* refers only to month and day in a calendar year and does not include the year of birth.

*Claim* means a request that benefits of a *plan* be provided or paid. The benefits claimed may be in the form of:

- services (including supplies); or
- payment for all or a portion of the expenses incurred; or
- combination of services or expenses shown above; or
- indemnification.

*Claim period* means a calendar year. A *claim period* will not start before a person's effective date of insurance under *this plan* nor extend beyond the last day the person is covered under *this plan*.

*Closed-panel plan* is a *plan* that provides dental care benefits to a *covered person* primarily in the form of services through a panel of providers that

- have contracted with or are employed by the *plan*, and
- excludes coverage for services provided by other providers, except in cases of emergency or referral by a panel member.

*Consolidated Omnibus Budget Reconciliation Act of 1985* or "COBRA" means coverage provided under a right of continuation compliant with federal law.

*Custodial parent* is the parent awarded custody by a court decree or, in the absence of a court decree, is the parent with whom the child resides more than one-half of the calendar year excluding any temporary visitation.

*Medicaid* means Title XIX of the Social Security Act of 1965 as amended.

*Plan* means any of the following that provides benefits or services for dental care or *treatment*:

- Group insurance contracts, dental service prepayment coverage, or subscriber plans;
- Dental Maintenance Organization (DMO) contracts or Health Maintenance Organization (HMO) contracts;
- *Closed-panel plans* or other forms of group or group-type coverage, as permitted by law or regulation (whether insured or uninsured);
- Medicare or any other federal governmental plan, as permitted by law.

If separate contracts are used to provide coordinated coverage for members of a group, the separate contracts are considered parts of the same *plan* and there is no COB among those separate contracts.

*Plan* does not include any of the following:

## COORDINATION OF BENEFITS (continued)

- Hospital indemnity coverage or other fixed indemnity coverage;
- Accident-only coverage;
- Specified disease or specified accident coverage;
- Limited benefit health coverage, as defined by state law;
- School accident-type coverage;
- Benefits for non-dental services provided under long-term care coverage;
- Medicare supplement coverage;
- Dental benefits under group or individual automobile contracts, as permitted by state law or regulation;
- A state plan under Medicaid; or
- Coverage under a governmental plan, which, by law, provides benefits that are in excess of those of any private insurance plan or other non-governmental plan.

Each contract for coverage shown above is a separate *plan*. If a *plan* has two parts and COB rules apply only to one of the two, each of the parts is treated as a separate *plan*.

*Primary plan* means the *plan* that pays or provides its benefits first, according to its terms of coverage and without regard to benefits under any other *plan*.

Except as provided below, a *plan* that does not contain a COB provision that is consistent with *this provision* is always the *primary plan* unless the provisions of both *plans* state that the *plan* with a COB provision is the *primary plan*.

Coverage that is obtained by virtue of membership in a group that is:

- designed to supplement a part of a basic package of benefits, and
- provides this supplementary coverage,

shall be excess to any other parts of the *plan* provided by the *policyholder*.

An example of this type of situation is insurance-type coverage that is written in connection with a *closed-panel plan* to provide out-of-network benefits.

*Secondary plan* means the *plan* that determines its benefits after those of another *plan*.

*This plan* means the benefits provided by the *policy*. When there are more than two *plans*, *this plan* may be a *primary plan* to one or more other *plans*, and may be a *secondary plan* to a different *plan(s)*.

*This provision* means the provision for coordination between the benefits of *this plan* and other *plans*.

Other definitions that may apply to *this provision* appear in the Definitions provisions of this *policy*.

### Order of Benefit Determination

When a *covered person* has dental care coverage under more than one *plan*, each *plan* determines its order of benefits using the first of the following rules that apply:

1. Non-Dependent or Dependent

## COORDINATION OF BENEFITS (continued)

The *plan* that covers the person other than as a dependent, e.g., as an employee, member, policyholder, subscriber or retiree is the *primary plan* and the *plan* that covers the person as a dependent is the *secondary plan*.

However, if

- a *covered person* is a Medicare beneficiary and,
- as a result of federal law,
  - Medicare is secondary to the *plan* covering the person as a dependent; and
  - primary to the *plan* covering the person as other than a dependent (e.g., a retired employee or member);

then, the order of benefits between the two *plans* is reversed so that

- the *plan* covering the person as an employee, member, policyholder, subscriber or retiree is the *secondary plan*, and
- the other *plan* is the *primary plan*.

### 2. Dependent Child Covered Under More Than One Plan

Unless there is a court decree stating otherwise, when a dependent child is covered by more than one *plan* the order of benefits is determined as follows:

- For a *covered dependent* child whose parents are married or are living together, whether or not they have ever been married:
  - The *primary plan* is the *plan* of the parent whose *birthday* falls earlier in the calendar year; or
  - If both parents have the same *birthday*, the *primary plan* is the *plan* that has covered the parent the longest.
- For a *covered dependent* child whose parents are divorced or separated or not living together, whether or not they have ever been married:
  - If a court decree states that one of the parents is responsible for the dependent child's dental care expenses or dental care coverage and the *plan* of that parent has actual knowledge of those terms, that *plan* is the *primary plan*. This rule applies to *plan* years commencing after the *plan* is given notice of the court decree;
  - If a court decree states that both parents are responsible for the *covered dependent* child's dental care expenses or dental care coverage, benefits will be determined according to the *birthday* rule described above;
  - If a court decree states that the parents have joint custody without specifying that one parent has responsibility for the dental care expenses or dental care coverage of the *covered dependent* child, benefits will be determined according to the *birthday* rule described above; or
  - If there is no court decree allocating responsibility for the dependent child's dental care expenses or dental care coverage, the order of benefits for the child are as follows:
    - The *plan* covering the *custodial parent*;

## COORDINATION OF BENEFITS (continued)

- The *plan* covering the spouse or *domestic partner* of the *custodial parent*;
- The *plan* covering the *non-custodial parent*; and then
- The *plan* covering the spouse or *domestic partner* of the *non-custodial parent*.

- For a *covered dependent* child covered under more than one *plan* of individuals who are not the parents of the child, benefits will be determined according to the *birthday* and longer or shorter rules, as if those individuals were the parents of the child.

### 3. Active Employee or Retired or Laid-off Employee

- The *primary plan* is the *plan* that covers a person as an active employee, e.g., an employee who is neither laid off nor retired.
- The *secondary plan* is the *plan* covering that same person as a retired or laid-off employee.

The same would hold true if a person is a dependent of an active employee and that same person is a dependent of a retired or laid-off employee.

If the other *plan* does not have this rule, and therefore, the *plans* do not agree on the order of benefits, this rule is ignored. This rule does not apply if the rules described in item 1 above can determine the order of benefits.

### 4. COBRA or State Continuation Coverage

If a *covered person* has coverage provided under

- COBRA, or
- continuation provided by state or other federal continuation law, and

is covered under another *plan*, then

- the *primary plan* is the *plan* covering the person as an employee, member, subscriber or retiree or covering the person as a dependent of an employee, member, subscriber or retiree, and
- the *secondary plan* is the *plan* providing coverage under COBRA, state or other federal continuation law.

If the other *plan* does not have this rule, and therefore, the *plans* do not agree on the order of benefits, this rule is ignored. This rule does not apply if the *birthday* rule can determine the order of benefits.

### 5. Longer or Shorter Length of Coverage

- The *primary plan* is the *plan* that covered the person as an employee, member, policyholder, subscriber or retiree longer.
- The *secondary plan* is the *plan* that covered the person the shorter length of time.

If none of the rules described above determine the order of benefits, the *allowable expenses* shall be shared equally between the *plans* meeting the definition of *plan*. In addition, *this plan* will not pay more than it would have paid had it been the *primary plan*.

### Effect on Benefits

When *this plan* is the *secondary plan*, we will calculate the benefits we would have paid in the absence of other dental care coverage and pay the lesser of:

- that calculated amount; or

## COORDINATION OF BENEFITS (continued)

- any out-of-pocket amount payable under the *primary plan* for benefits covered under *this plan*.

The total benefits paid or provided by all *plans* during a *claim period* are not more than the total *allowable expenses*.

If a *covered person* is enrolled in two or more *closed-panel plans* and if, for any reason, including the provision of service by a non-panel provider, benefits are not payable by one *closed panel plan*, COB shall not apply between that *plan* and other *closed-panel plans*.

If a *covered person* is covered by more than one dental benefit *plan*, the person should file all claims with each *plan*.

### Right to Receive and Release Needed Information

Certain facts about dental care coverage and services are needed to apply the rules of *this provision* and to determine benefits payable under *this plan* and other *plans*. We may get the facts we need from or give them to other organizations or persons for the purpose of:

- applying the rules of *this provision*; and
- determining benefits payable under this *plan* and other *plans* covering the person claiming benefits.

We need not tell, or get the consent of, any person to do this. Each person claiming benefits under *this plan* must give us any facts we need to apply those rules and determine benefits payable.

### Facility of Payment

A payment made under another *plan* may include an amount that should have been paid under *this plan*. If it does, we may pay that amount to the organization that made that payment. That amount will then be treated as though it were a benefit paid under *this plan*. We will not have to pay that amount again. The term "payment made" includes providing benefits in the form of services, in which case "payment made" means the reasonable cash value of the benefits provided in the form of services.

### Right of Recovery

If we pay more than we should have paid under *this provision*, we may recover the excess from one or more of the persons it has paid or for whom it has paid. Or, we may recover the excess from any other person or organization that may be responsible for the benefits or services provided for a *covered person*. The amount of the payments made includes the reasonable cash value of any benefits provided in the form of services.

## COMPULSORY PROVISIONS

### Entire Contract

The *policy*, the application of the *policyholder*, and the applications, if any, of persons desiring coverage under the *policy*, constitute the entire contract between the parties, and any statement made by such a person or the *policyholder* shall, in the absence of fraud, be deemed a representation and not a warranty. A statement will not be used in defense of a claim unless it is in a written application.

### Changing the Policy

The *policy* may be changed at any time by an endorsement or amendment agreed upon by the *policyholder* and us. No change in this *policy* shall be valid unless approved by one of our executive officers. No agent can change the *policy* or waive any of its provisions.

### Time Limit on Certain Defenses

After two years from the date of issue of this *policy*, no misstatement of the *policyholder*, except a fraudulent misstatement, made in its application shall be used to void the *policy*.

After two years from the effective date of coverage with respect to which any claim is made, no misstatement of any employee eligible for coverage under the *policy*, except a fraudulent misstatement, made in an application under the *policy* shall be used to deny a claim for loss incurred or disability commencing after two years.

No claim for loss starting 2 or more years after the *covered person's* effective date may be reduced or denied because a disease or physical condition existed before the person's effective date, unless the condition was specifically excluded by a provision in effect on the date of loss.

### Grace Period

A grace period of 31 days will be granted for the payment of premiums accruing after the first premium, during which grace period the *policy* shall continue in force, but the *policyholder* shall be liable to us for the payment of the premium accruing for the period the *policy* continues in force.

### Notice of Claim

A *covered person* or someone acting on the *covered person's* behalf must send us notice of the claim. We must have written notice of any insured loss within 30 days after it occurs, or as soon as reasonably possible, if later. Notice given by a *covered person* or on the *covered person's* behalf can be sent to our *home office*, or to one of our regional group claims offices, or to one of our agents. We need enough information to identify the *covered person*.

### Claims Forms

Within 15 days after our receipt of the notice, we will send the *covered person* certain claim forms. The forms must be completed and sent to our *home office* or to one of our regional group claims offices. If the claim forms are not received within 15 days, the *covered person* will be deemed to comply with the requirements of this *policy* as to proof of loss upon submitting, within the time for filing proof of loss, written proof covering the occurrence, the character and the extent of the loss for which claim is made.

### Proofs of Loss

Written proofs of loss must be furnished to us, within 90 days after the termination of the first period for which we may be liable. After that, proof of loss must be given within 90 days after the end of the period for which we are liable. If it was not reasonably possible to file the claim or provide such ongoing proof of loss on a timely basis, we will not deny or reduce the claim if the *covered person* files it or provides ongoing proof of loss as soon as reasonably possible and in no event, except in the absence of a *covered person's* legal capacity, later than one year from the time proof is otherwise required.



## COMPULSORY PROVISIONS (continued)

### Required Documentation

A *covered person* must provide signed authorizations to obtain information and any other documentation we may reasonably require in support of his or her claim. If the required documentation is not provided within 45 days after we mail our request, the claim may be denied.

### Time of Payment of Claim

Subject to due written proof of loss, all indemnities for loss for which this *policy* provides payment will be paid as they accrue and any balance remaining unpaid at the termination of the period of liability will be paid immediately upon receipt of due written proof.

### Limit on Legal Action

No action at law or in equity shall be brought to recover on this *policy* prior to the expiration of 60 days after written proof of loss has been furnished in accordance with the requirements of this *policy*. No such action shall be brought after the expiration of three years after the time written proof of loss is required to be furnished.

### Cancellation

We may cancel this *policy* at any time by written notice delivered to the *policyholder* and to any *covered person* who has elected to continue *dental insurance* coverage under the Federal Continuance or State Continuance provisions, or mailed to the last address as shown on our records, stating when, not less than 60 days thereafter, such cancellation shall be effective; and after the *policy* has been continued beyond its original term the *policyholder* may cancel this *policy* at any time by written notice delivered or mailed to us effective on receipt or on such later date as may be specified in the notice. In the event of such cancellation by either us or *policyholder*, we shall promptly return on a prorata basis the unearned premium paid, if any, and the *policyholder* shall promptly pay on prorata basis the earned premium which has not been paid. (In computing the prorata premium to be returned by us or to be paid by us or to be paid by the *policyholder*, any discounts in premium or premium rate actually allowed to the *policyholder* because of the longer periods for which premiums, at the time of the cancellation, had been paid or agreed to be paid shall be disregarded, and the prorata return or payment of premium will be computed upon the basis of our regular and customary premium or premium rate for the coverage of this *policy*.) Such cancellation shall be without prejudice to any claim originating prior to the effective date of such cancellation.

## ADDITIONAL CLAIM PROVISIONS FOR DENTAL INSURANCE

### To Whom Payable

If benefits have been assigned to the providers, we will pay dental benefits directly to the providers of dental services for *treatment* of a *covered person*. We will pay dental benefits to you, if benefits have not been assigned to the providers. After your death, we have the option to pay any benefits due to your spouse or *domestic partner*, to the providers of the *treatment*, or to your estate.

### Review Procedure

If a claim is denied, in whole or in part, the *covered person* may request that we review the denial. A written request for review must be made within 180 days after notice of denial has been received. A court may not review a denial until our internal review has been completed. It is important that a request for a review is made on a timely basis.

A *covered person* has the right to see, upon request and free of charge, copies of all documents, records, and other information relevant to a claim for benefits. In connection with a request for a review of a denial, the *covered person* may submit written comments, documents, records and other information relating to a claim for benefits.

We will review a claim after receiving the request and any accompanying documentation, and send notice of our review decision within 30 days after we receive the request, or within 60 days if special circumstances require an extension. We will state the reasons for our review decision and refer to the relevant provisions of the *policy*. We will also advise the *covered person* of any further internal review procedures, if applicable.

### Overpayment

If a benefit is paid under the *policy* and it is later shown that no payment, or a lesser amount, should have been paid, we will be entitled to a refund from the provider or the *covered person* of any amounts that should not have been paid.

## HIPAA Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL, DENTAL AND VISION INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This Notice applies to our HIPAA covered healthcare plans, including dental, vision, cancer only, hospital indemnity, and critical illness.

---

### I. Our Commitment

Union Security Insurance Company, Union Security Life Insurance Company of New York, and the prepaid dental companies\* are committed to protecting the personal information entrusted to us by our customers. The trust you place in us when you share your personal information is a responsibility we take very seriously and is the cornerstone of how we conduct our business.

The Health Insurance Portability and Accountability Act (HIPAA) provides guidelines and standards to follow when we use or disclose your Protected Health Information (PHI). This law also gives you, our customer, numerous rights regarding your ability to see, inspect, and copy your PHI. Because our commitment to privacy means complying with all privacy laws, we are providing you this notice outlining our privacy practices. The following information is intended to help you understand what we can and cannot do with your PHI and what your rights are under HIPAA.

### II. Our Use and Disclosure of Your PHI

HIPAA allows us to use and disclose your PHI for treatment, payment, and healthcare operations without asking your permission. For instance, we may disclose information to a healthcare provider to assist the provider in properly treating you or a dependent (Treatment). We may disclose certain information to the healthcare provider in order to properly pay a claim or to your employer in order to collect the correct premium amount (Payment). We may disclose your information in order to help us make the correct underwriting decision or to determine your eligibility (Operations).

Other examples of possible disclosures for purposes of healthcare operations include:

- Underwriting our risk and determining rates and premiums for your healthcare plan;
- Determining your eligibility for benefits;
- Reviewing the competence and qualifications of healthcare providers;
- Conducting or arranging for review, legal services, and auditing functions, including fraud and abuse detection and compliance;
- Business planning and development;
- Business management and general administrative duties such as cost-management, customer service, and resolution of internal grievances;
- Other administrative purposes.

We can also make disclosures under the following circumstances without your permission:

- As required by law, including response to court and administrative orders, or to report information about suspected criminal activity;
- To report abuse, neglect, or domestic violence;
- To authorities that monitor our compliance with these privacy requirements;
- To coroners, medical examiners, and funeral directors;
- For research and public health activities, such as disease and vital statistic reporting;

- To avert a serious threat to health or safety;
- To the military, certain federal officials for national security activities, and to correctional institutions;
- To the entity sponsoring your group healthcare plan but only for purposes of enrollment, disenrollment, eligibility or for the purpose of giving the plan sponsor summary information when necessary to help make decisions regarding changes to the plan. If the plan sponsor has certified that its plan documents have been amended to include certain privacy provisions, we may also disclose protected health information to the plan sponsor to carry out plan administration functions that the plan sponsor performs on behalf of the plan;
- To a spouse, family member, or other personal representative if they can show they are assisting in your care or payment of your care and then, without an authorization, only basic information about the status or payment of a claim.

**Unless you give us written authorization, we cannot use or disclose your PHI for any reason except as otherwise described in this notice**, including uses and disclosures of psychotherapy notes, uses and disclosures of protected health information for marketing purposes, and disclosures that constitute the sale of protected health information. We are prohibited from using or disclosing your protected health information that is genetic information for underwriting purposes. You may revoke your written authorization at any time by writing us at the address indicated at the end of this notice.

### III. Your Individual Rights

You have the following rights with regard to your Protected Health Information:

- **To Restrict our Use or Disclosure.** You have the right to ask us to limit our use or disclosure of your PHI. While we will consider your request, we are not legally required to agree to the additional restrictions. If we do agree to all or part of your request, we will inform you in writing. We cannot agree to limit any use and disclosure of your PHI if the use or disclosure is required by law.
- **To Access your PHI.** You have the right to view and/or copy your PHI at any time by contacting us. If you want copies of your PHI, or want your PHI in a special format, we may charge you a fee. You have a right to choose what portions of your PHI you want copied and to have prior notice of copying costs. If for some reason we deny your request for access to your PHI, we will provide a written explanation of why your request was denied and explain how you can appeal the denial.
- **To Amend your PHI.** You have the right to amend your PHI, if you believe it is incomplete or inaccurate. Your request must be in writing, with an explanation of why you feel the information should be amended. If we approve your request to amend your PHI, we will make reasonable efforts to inform others, including people you name, about the amendment to your PHI. We may deny your request for various reasons, for example, if we determine that the information is correct and complete, or if we did not create the information. If we deny your request, we will provide you a written explanation of our decision. We also will explain your rights regarding having your request and our response included with all future disclosures of your PHI.
- **To Obtain an Accounting of our Disclosures.** You have the right to receive a listing from us of all instances in the past six years in which we or our business associates have disclosed your PHI for purposes other than treatment, payment, health care operations, or as authorized by you. The accounting will tell you the date we made the disclosure, the name of the person or entity to whom the disclosure was made, a description of the PHI that was disclosed, and the reason for the disclosure. There may be a charge for accounting disclosures if requested more than once a year.
- **To Request Alternative Communications.** You have the right to ask us to communicate with you about your confidential information by a different method or at another location. We will accommodate all reasonable requests.

- **To Be Notified of a Breach:** You will be notified in the event that unsecured protected health information is compromised.
- **To Receive Notice.** You are entitled to receive a copy of this notice that outlines our HIPAA privacy practices. We reserve the right to change these practices and the terms of this notice at any time. We will not make any material changes to our privacy practices without first sending you a revised notice. If you receive this notice on our web site or by electronic mail, you may request a paper copy.

#### IV. Who to Contact for Questions and Complaints

If you want more information about our privacy practices, wish to exercise any of your rights with regard to your PHI, or have any questions about the information in this notice, please use the contact information below. If you believe we may have violated your privacy rights, or if you disagree with a decision that we made in connection with your PHI, you may file a complaint using the contact information below. You may also submit a written complaint to the Secretary of the U.S. Department of Health and Human Services, Office of Civil Rights. You may locate the regional office nearest to you by visiting their web site, <http://www.hhs.gov/ocr/>. We fully support your right to the privacy of your PHI, and will not retaliate in any way if you choose to file a complaint.

Mailing Address: **Sun Life Financial**  
 Privacy Officer  
 P.O. Box 419052  
 Kansas City, MO 64141-6052

Telephone: 800.733.7879  
 Email: SLF\_US\_Privacy@sunlife.com  
 Web Site: www.sunlife.com/us

#### For New York business:

Mailing Address: **Union Security Life Insurance  
 Company of New York**  
 Privacy Officer  
 Administered by:  
**Sun Life Financial**  
 P.O. Box 419052  
 Kansas City, MO 64141-6052

Telephone: 888.901.6377  
 Email: SLF\_US\_Privacy@sunlife.com

#### V. Organizations Covered by This Notice

This notice applies to the privacy practices of the organizations referenced below. These organizations may share your PHI with each other as needed for payment activities or health care operations relating to the healthcare plans that we provide.

#### VI. Effective Date of This Notice: April 14, 2003. Revised: October 21, 2016

**\* In this notice, “we,” “us,” and “our” refer to Union Security Insurance Company, Union Security Life Insurance Company of New York and the following prepaid dental companies:** DentiCare of Alabama, Inc., Union Security DentalCare of Georgia, Inc., UDC Dental California, Inc., UDC Ohio, Inc., United Dental Care of Arizona, Inc., United Dental Care of Colorado, Inc., United Dental Care of Michigan, Inc., United Dental Care of Missouri, Inc., United Dental Care of New Mexico, Inc., United Dental Care of Texas, Inc., United Dental Care of Utah, Inc., Union Security DentalCare of New Jersey, Inc.

Insurance products are underwritten by Union Security Insurance Company (USIC) (Kansas City, MO) and administered by Sun Life Assurance Company of Canada (SLOC) (Wellesley Hills, MA) in all states except New York. Prepaid dental products are provided by USIC and are administered by SLOC, and are provided by prepaid dental companies affiliated with SLOC in certain states except New York. Prepaid dental companies are

Denticare of Alabama, Inc., United Dental Care of Arizona, Inc., UDC Dental California, Inc., United Dental Care of Colorado, Inc., Union Security DentalCare of Georgia, Inc., United Dental Care of Missouri, Inc., Union Security DentalCare of New Jersey, Inc., United Dental Care of New Mexico, Inc., UDC Ohio, Inc., United Dental Care of Texas, Inc., and United Dental Care of Utah, Inc. In New York, insurance products and prepaid dental products are underwritten or provided by Union Security Life Insurance Company of New York (Fayetteville, NY) and administered by Sun Life and Health Insurance Company (U.S.) (Lansing, MI).

© 2016 Sun Life Assurance Company of Canada, Wellesley Hills, MA 02481. All rights reserved. Sun Life Financial and the globe symbol are registered trademarks of Sun Life Assurance Company of Canada. Visit us at [www.sunlife.com/us](http://www.sunlife.com/us).

## SUMMARY PLAN DESCRIPTION

This Summary Plan Description is issued to you in compliance with the Employee Retirement Income Security Act of 1974 (ERISA). Included within this document is your Certificate of Insurance, issued by Union Security Insurance Company in compliance with state law. Your Summary Plan Description does not replace or modify the Master Policy issued by Union Security Insurance Company in any way. The Master Policy is the contract which sets forth the terms and conditions of the benefits the Plan Sponsor chose to provide in its welfare benefit plan. The Master Policy may be amended at any time by agreement between the Plan Sponsor and Union Security Insurance Company. The Master Policy may be terminated at any time by the Plan Sponsor or may be terminated by Union Security Insurance Company for non-payment of premium or for failure to meet the Master Policy's minimum participation requirements. The Plan Administrator has the obligation to prepare, issue, amend and file the Summary Plan Description (SPD) and is solely responsible for its contents.

### GENERAL ADMINISTRATIVE PROVISIONS

**Name of the Plan:**

Lifehouse Agency, Employee Insurance Benefits Program

**Plan Sponsor:**

Lifehouse Agency  
899 Northgate Dr Ste 500  
San Rafael, CA 94903  
415.526.5300

**Employer I.D. Number:**

94-6050196

**Type of Plan:**

An employee welfare plan providing benefits for:

Dental Insurance  
Dental Insurance for Dependents

**Plan Number:**

PN501 unless another number is assigned by the employer, the Plan Administrator, or on any Form 5500 filed for the Plan.

**Effective Date:**

The plan, as described in this SPD, became effective on January 1, 2018.

Any italicized terms are defined in the certificate, which is hereby incorporated by reference.

**Who Is Eligible:**

**Eligible Class:** For employee insurance - Each full-time employee of the *policyholder* or an *associated company*,

- who is at *active work*, and
- who is working in the United States of America,

as identified on the *policyholder's* or our records, except any temporary or seasonal worker.

For dependent insurance - Each *eligible dependent* of a person eligible and insured for employee insurance.

**Present Service Requirement:** None

**Future Service Requirement:**

30 day(s)

**Entry Date:** An eligible person will become insured on the first of the month occurring on or after the day all eligibility requirements are met.

Full-time means working at least 30 hours per week.

The plan may also cover other persons not included above. Check with the plan administrator.

**Plan Administrator:**

Lifehouse Agency  
899 Northgate Dr Ste 500  
San Rafael, CA 94903  
415.526.5300

**Type of Administration:**

This plan is insured by a contract with Union Security Insurance Company, 2323 Grand Boulevard, Kansas City, Missouri 64108-2670.

**Amendment or Termination of Plan:**

This plan may be amended or terminated at any time by the Plan Sponsor.

**Agent for Service of Legal Process:**

Lifehouse Agency  
899 Northgate Dr Ste 500  
San Rafael, CA 94903  
415.526.5300

**Plan Records:**

The fiscal records for the plan are kept on a policy year basis ending on the last day of December each year.

**Cost of Benefits:**

The premiums for the Dental Insurance plan for employees are paid for entirely by you.

The premiums for the Dental Insurance for Dependents plan are paid for entirely by you.

**Your plan includes:**

Dental Insurance  
Dental Insurance for Dependents

The benefits, limitations and exclusions are described in the Certificate which is found within this Description.



## STATEMENT OF ERISA RIGHTS

As a participant in this Plan you are entitled to certain rights and protections under the Employee Retirement Income Security Act of 1974. ERISA provides that all plan participants shall be entitled to:

- (i) Examine, without charge at the plan administrator's office and at other specified locations such as worksites and union halls, all documents governing the plan, including insurance contracts and collective bargaining agreements, and, if required, a copy of the latest annual report (Form 5500 Series) filed by the plan with the U.S. Department of Labor and available at the Public Disclosure Room of the Employee Benefits Security Administration.
- (ii) Obtain, upon written request to the plan administrator, copies of all documents governing the plan, including insurance contracts and collective bargaining agreements, and, if required, copies of the latest annual report (Form 5500 Series) and the updated summary plan description. The administrator may make a reasonable charge for the copies.
- (iii) Receive a summary of the plan's annual financial report. The plan administrator is required by law to furnish each participant with a copy of this summary annual report.
- (iv) Obtain, without charge, a copy of the plan's procedures governing qualified medical child support order determinations.
- (v) Obtain, automatically and without charge, a copy of your provider network list, if applicable to your plan.
- (vi) Continue health care coverage for yourself, spouse or dependents if there is a loss of coverage under the plan as a result of a qualifying event. You or your dependents may have to pay for such coverage. Review this summary plan description and the documents governing the plan on the rules governing your COBRA continuation coverage rights.

In addition to creating rights for plan participants, ERISA imposes duties upon the people who are responsible for the operation of the employee benefit plan. The people who operate our plan, called "fiduciaries" of the plan, have a duty to do so prudently and in the interest of you and other plan participants and beneficiaries. No one, including your employer, your union, or any other person, may fire you or otherwise discriminate against you in any way to prevent you from obtaining a welfare benefit or exercising your rights under ERISA. If your claim for welfare benefits is denied in whole or in part you have a right to know why this was done, to obtain copies of documents relating to the decision without charge, and to appeal any denial, all within certain time schedules.

Under ERISA, there are steps you can take to enforce the above rights. For instance, if you request certain materials from the plan and do not receive them within 30 days, you may file suit in a federal court. In such a case, the court may require the plan administrator to provide the materials and pay you up to \$110 a day until you receive the materials unless the materials were not sent because of reasons beyond the control of the administrator. If you have a claim for benefits which is denied or ignored, in whole or in part, you may file suit in a state or federal court. If it should happen that plan fiduciaries misuse the plan's money, or if you are discriminated against for asserting your rights, you may seek assistance from the U.S. Department of Labor, or you may file suit in a federal court. The court may decide who should pay court costs and legal fees. If you are successful, the court may order the person you have sued to pay these costs and legal fees. If you lose, the court may order you to pay these costs and fees, for example, if it finds your claim is frivolous. If you have any questions about your plan, you should contact the plan administrator. If you have any questions about this statement or about your rights under ERISA, or if you need assistance in obtaining documents from the plan administrator, you should contact the nearest office of the Employee Benefits Security Administration, U.S. Department of Labor, listed in your telephone directory or the Division of Technical Assistance and Inquiries, Employee Benefits Security Administration, U.S. Department of Labor, 200 Constitution Avenue N.W., Washington, D.C. 20210. You may also obtain certain publications about your rights and responsibilities under ERISA by calling the publications hotline of the Employee Benefits Security Administration.

## NOTICE OF COBRA CONTINUATION COVERAGE RIGHTS

### Introduction

This notice contains important information about your right to COBRA continuation coverage, which is a temporary extension of coverage under the Plan. The right to COBRA continuation coverage was created by a federal law, the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA). COBRA continuation coverage can become available to you and to other members of your family who are covered under the Plan when you would otherwise lose your group dental coverage. This notice generally explains COBRA continuation coverage, when it may become available to you and your family, and what you need to do to protect the right to receive it. This notice gives only a summary of your COBRA continuation coverage rights.

The Plan Administrator is responsible for administering COBRA continuation coverage.

### COBRA Continuation Coverage

COBRA continuation coverage is a continuation of the Plan coverage when coverage would otherwise end because of a life event known as a "qualifying event". Specific qualifying events are listed later in this notice. COBRA continuation coverage must be offered to each person who is a "qualified beneficiary". A qualified beneficiary is someone who will lose coverage under the Plan because of a qualifying event. Depending on the type of qualifying event, employees, spouses of employees, and dependent children of employees may be qualified beneficiaries. Under the Plan, qualified beneficiaries who elect COBRA continuation coverage must pay for COBRA continuation coverage.

If you are an employee, you will become a qualified beneficiary if you will lose your coverage under the Plan because either one of the following qualifying events happens:

1. Your hours of employment are reduced, or
2. Your employment ends for any reason other than your gross misconduct.

Your dependent spouse will become a qualified beneficiary if your dependent spouse loses coverage under the Plan because any of the following qualifying events happens:

1. You die;
2. Your hours of employment are reduced;
3. Your employment ends for any reason other than gross misconduct; or
4. You become divorced or legally separated from your spouse.

Your dependent children will become qualified beneficiaries if they will lose coverage under the Plan because any of the following qualifying events happens:

1. You die;
2. Your hours of employment are reduced;
3. Your employment ends for any reason other than gross misconduct;
4. You become divorced or legally separated; or
5. The child stops being eligible for coverage under the Plan as a "dependent child".

The Plan will offer COBRA continuation coverage to qualified beneficiaries only after the Plan Administrator has been notified that a qualifying event has occurred. When the qualifying event is the end of employment or reduction of hours of employment, or death of the employee, the employer must notify the Plan Administrator of the qualifying event within 30 days of any of these events.

For the other qualifying events (divorce or legal separation of the employee and spouse or a dependent child's losing eligibility for coverage as a dependent child), you must notify the Plan Administrator. The Plan requires you to notify the Plan Administrator within 60 days after the qualifying event occurs. You must send this notice to the Plan Administrator.

Once the Plan Administrator receives notice that a qualifying event has occurred, COBRA continuation coverage will be offered to each of the qualified beneficiaries. For each qualified beneficiary who elects COBRA continuation coverage, COBRA continuation coverage will begin on the date of the qualifying event.

COBRA continuation coverage is a temporary continuation of coverage. When the qualifying event is the death of the employee, your divorce or legal separation, or a dependent child losing eligibility as a dependent child, COBRA continuation coverage lasts for up to 36 months.

When the qualifying event is the end of your employment or reduction of your hours of employment, COBRA continuation coverage lasts for up to 18 months. There are two ways in which this 18-month period of COBRA continuation coverage can be extended.

### **Disability Extension of 18-month Period of Continuation Coverage**

If you or anyone in your family covered under the Plan is determined by the Social Security Administration to be disabled at any time during the first 60 days of COBRA continuation coverage and you notify the Plan Administrator in a timely fashion, you and your entire family can receive up to an additional 11 months of COBRA continuation coverage, for a total maximum of 29 months. You must make sure that the Plan Administrator is notified of the Social Security Administration's determination within 60 days of the date of the determination and before the end of the 18-month period of COBRA continuation coverage. This notice should be sent to the Plan Administrator.

### **Second Qualifying Event Extension of 18-month Period of Continuation Coverage**

If your family experiences another qualifying event while receiving COBRA continuation coverage, your spouse and dependent children can receive additional months of COBRA continuation coverage, up to a maximum of 36 months. This extension is available to your spouse and dependent children if you die or you get divorced or legally separated. The extension is also available to a dependent child when that child stops being eligible under the Plan as a dependent child. In all of these cases, you must make sure that the Plan Administrator is notified of the second qualifying event within 60 days of the second qualifying event. This notice must be sent to the Plan Administrator.

### **If You Have Questions**

If you have questions about your COBRA continuation coverage, you should contact the Plan Administrator or you may contact the nearest Regional or District Office of the U.S. Department of Labor's Employee Benefits Security Administration (EBSA). Addresses and phone numbers of Regional and District EBSA Offices are available through EBSA's website at [www.dol.gov/ebsa](http://www.dol.gov/ebsa).

### **Keep Your Plan Informed of Address Changes**

In order to protect your family's rights, you should keep the Plan Administrator informed of any changes in the addresses of family members. You should also keep a copy, for your records, of any notices you send to the Plan Administrator.

## **CLAIMS PROCEDURE**

The following procedures apply to the extent benefits under your employee benefit plan are insured under a contract issued by Union Security Insurance Company.

### **PRESENTING A CLAIM**

Contact your plan administrator, who will advise you of any forms which are required. These forms should be returned to the Plan Administrator after completion. This Administrator will review them, complete any information concerning eligibility and forward them to Union Security Insurance Company. Time limits for filing the claim and other requirements for notice and proof of loss may be found under the heading, "Filing A Claim".

### **NOTIFICATION OF DECISION— DENTAL**

A decision will be made within 30 days after receipt by Union Security Insurance Company of a properly executed, complete proof of loss, unless special circumstances beyond the control of the Plan require an extension of time for processing the claim. Such an extension of time may not exceed 15 additional days. If the claim is denied in whole or in part, Union Security Insurance Company will provide written notice either directly to you or to the Plan Administrator for delivery to you. The written notice will contain:

1. The specific reason or reasons for the denial;
2. Specific reference to pertinent provisions of the policy upon which the decision is based;
3. A description of any additional material or information needed to perfect the claim and an explanation of why it is necessary; and
4. An explanation of the plan's claim review procedure.

### **REVIEW PROCEDURE—DENTAL**

You are entitled to a full and fair review of denial of claim. You may make a request to the Plan Administrator or appropriate named fiduciary, if other than the Plan Administrator. The procedure is as follows:

1. The request for review must be in writing and made within 180 days of receipt of written notice of denial;
2. You may review, upon request and free of charge, copies of all documents, records, and other information relevant to the claim for benefits. You have the right to review copies of any internal rule, guideline, protocol, or other similar criterion that was relied upon in making our decision to deny your claim. You have the right to request that we identify all medical experts whose advice was obtained on behalf of the plan;
3. You have the right to submit issues and comments in writing, along with additional documents, records, and other information relating to the claim;
4. If our decision is based on dental necessity or experimental treatment or similar exclusion or limit, you have the right to an explanation of the scientific or clinical judgement for the determination, which will be provided upon request and free of charge;
5. The Plan Administrator will forward the request to Union Security Insurance Company;
6. Union Security Insurance Company will make a decision upon review within 60 days after receipt of the request. The decision on review will be in writing, include the specific reasons for the decision and specific references to the pertinent plan provisions on which the decision is based and be furnished either directly to you or to the Plan Administrator for delivery to you.



**Union Security Insurance Company**  
2323 Grand Boulevard  
Kansas City, MO 64108

Policy 5487212  
Participant 0  
Booklet 1  
11/20/2017