

2021

Effective Plan Year
UPMC Health Benefits Inc.
U.S. Steel Tower
600 Grant Street
Pittsburgh, PA 15219

Pediatric Dental*
Certificate of Insurance

*The dental coverage described in this document is deemed an Essential Health Benefit (EHB) for Members u Up to the age of 19 and applies only to those Members who meet this criteria.

This Certificate does not divide or give back any excess premiums to its Members.

You have the right to return this Certificate within 10 days of its delivery and to have the premium refunded if, after examination of the Certificate, you are not satisfied for any reason.

Guaranteed renewable/Premium subject to change

UPMC Health Plan may adjust premiums after getting approval from the Pennsylvania Insurance Department. You will be notified in advance of any change in your premium. The Policy will remain in effect each month as long as you pay your premium. UPMC Health Plan will not terminate your Policy because of the deterioration of your mental or physical health or that of any individual covered under this Policy. Subject to the right of UPMC Health Plan to terminate coverage and to any amendment permitted under applicable law, this Policy will remain in effect continually until you terminate it, or UPMC Health Plan terminates your coverage in accordance the termination section under your medical plan.

Diane P. Holder, President and CEO, UPMC Health Benefits Inc.

Gordon Gebbens, Chief Financial Officer, UPMC Health Benefits Inc.

Welcome and General Information for Members

This document is your Certificate of Insurance (“Certificate”) for your Preferred Provider Origination (PPO) dental plan. If this Certificate has been purchased on behalf of a child, references to “you” or “your” should be considered to reference the child. Your Certificate establishes the terms of coverage for your dental plan. It sets forth what services are covered and what services are not covered. It explains the procedures that you must follow to ensure that the dental services you receive will be covered under your benefit plan. It also describes how you can submit a claim, file a Complaint, and other information that you may need to know to access your dental benefits. The Certificate acts as a contract between you and the Plan,* setting forth your obligations as a Member and our obligations as your dental plan. It is important to use this Certificate along with your Pediatric Dental Schedule of Benefits. Your Pediatric Dental Schedule of Benefits is the document that outlines your coverage amount. Anything contained herein to the contrary notwithstanding, the Plan shall have the right, for the purpose of complying with the provisions of any law or any lawful order of a regulatory authority, to amend the Certificate or any attachment hereto or to increase, reduce, or eliminate any of the benefits provided for in the Certificate for any one or more eligible Members enrolled under the Certificate, and each party hereby agrees to any amendment of the Certificate which is necessary in order to accomplish such purpose.

This PPO benefit plan may not cover all of your dental expenses. Read this Certificate carefully to determine which dental services are covered.

Health Care Concierge team

To help you get accurate answers to questions and up-to-date information about your dental program, please log in to MyHealth OnLine via www.upmchealthplan.com, call 1-877-648-9640, or write to UPMC Dental *Advantage*, U.S. Steel Tower, 600 Grant Street, Pittsburgh, PA 15219. You can:

- Learn about UPMC Dental *Advantage*.
- Find Participating Dentists.
- Verify eligibility.
- Request an Out-of-Network Care Claim Form.
- Speak with our Health Care Concierge team.
- Ask any questions about your dental care benefits.
- Initiate a Complaint of a benefit denial.

Our Health Care Concierge team is available Monday through Friday from 7 a.m. to 7 p.m. and Saturday from 8 a.m. to 3 p.m. at **1-877-648-9640**. Members who use a TTY (teletypewriter) may access TTY services by calling **711**.

*UPMC Dental *Advantage* is a product of UPMC Health Benefits Inc. and is administered by UPMC Health Plan Inc. Please note that throughout this document, we use the terms “UPMC Health Plan.” and “the Plan” to refer to UPMC Health Benefits Inc. as well as to UPMC Health Plan Inc.

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Terms and Definitions to Help You Understand Your Coverage

The following are some important, frequently used terms and definitions that the Plan uses in this Certificate and when administering your benefits.

Benefit Limit – The maximum amount that the Plan will pay for a Covered Service. Some Benefit Limits are discussed in this Certificate, but generally are set forth in your Pediatric Dental Schedule of Benefits.

Benefit Period – The specified period of time (for which you are eligible for coverage) during which charges for Covered Services must be incurred in order to be eligible for payment by the Plan. A charge is considered incurred on the date you receive the service or supply.

Coinsurance – The percentage of expenses for Covered Benefits that you are responsible to pay, after meeting your Deductible, if you have one. The amount of your Coinsurance depends upon the plan you are enrolled in. Refer to your Pediatric Dental Schedule of Benefits to determine Coinsurance amounts. Copayments do not apply toward Coinsurance.

Complaint – A dispute or objection by an enrollee regarding a Participating Dentist or the coverage (including contract exclusions and noncovered benefits), operations, or management policies of this dental plan, which has not been resolved by the Plan and has been filed with the Plan. Instructions on how to file a Complaint are set forth in the Resolving Disputes with the Plan section of this Certificate.

Covered Benefit or Covered Service – A service or supply that meets the requirements set forth in this Certificate.

Deductible(s) – The initial amount that you must pay each year for Covered Benefits before the Plan begins to pay for Covered Benefits. See your Pediatric Dental Schedule of Benefits to determine which services, if any, apply to the Deductible and the Deductible amounts.

Dental Emergency – Unless specifically otherwise defined by federal or state law or regulation, means a dental condition manifesting itself by acute symptoms of sufficient severity (including severe pain) or for which dental attention is required for the prevention of immediate damage to dentition.

Dentally Necessary – Unless otherwise defined in a federal or state law or regulation means those Covered Services that are determined by the Plan to be (a) commonly recognized throughout the dentist's specialty as appropriate for the diagnosis and/or treatment of the Member's condition, illness, disease, or injury; (b) provided in accordance with standards of good dental practice and consistent with scientifically based guidelines of dental organizations, research, or health care coverage organizations or governmental agencies that are accepted by the Plan; (c) reasonably expected to improve an individual's condition or level of functioning; (d) in conformity, at the time of treatment, with criteria/guidelines adopted by the Plan or its designee; (e) provided not only as a convenience or comfort measure or to improve physical appearance; and (f) rendered in the most cost-efficient manner and setting appropriate for the delivery of the health service. The Plan reserves the right to determine in its sole judgment whether a service is Dentally Necessary and appropriate. Note that, for purposes of coverage, the fact that a dentist orders, prescribes, recommends, or approves a dental service does not mean that the service is a Covered Service.

Maximum Allowable Charge – The maximum amount the Plan will allow for a Covered Service.

Medical Necessity or Medically Necessary – Health care services covered under your benefit plan that are determined by UPMC Health Plan or UPMC Dental *Advantage* to be:

- Commonly recognized throughout the provider's specialty as appropriate for the diagnosis and/or treatment of the Member's condition, illness, disease, or injury.
- Provided in accordance with standards of good medical practice and consistent with scientifically based guidelines of medical, research, or health care coverage organizations or governmental agencies that are accepted by UPMC Health Plan.
- Reasonably expected to improve an individual's condition or level of functioning; and in conformity, at the time of treatment, with medical management criteria/guidelines adopted by UPMC Health Plan or its designee.
- Provided not only as a convenience or comfort measure or to improve physical appearance.
- Rendered in the most cost-efficient manner and setting appropriate for the delivery of the health service.

UPMC Health Plan/UPMC Dental *Advantage* reserves the right to determine whether a health care service meets these criteria. Approval for coverage based upon Medical Necessity shall be made by UPMC Health Plan/UPMC Dental *Advantage*, at its discretion, with input from the treating provider. Note that the fact that a provider orders, prescribes, recommends, or approves a health care service does not mean that the service is Medically Necessary or a Covered Benefit for purposes of coverage.

Member – An individual who is enrolled in and covered by the Certificate.

Nonparticipating Dentist – A dentist who is not a contracted provider with the Plan.

Out-of-Pocket Maximum – The maximum dollar amount you are responsible for during a Benefit Period before the Plan will pay for all of your Covered Benefits. Deductible and copayments do count toward your Out-of-Pocket Maximum. See your Medical Schedule of Benefits for Out-of-Pocket Maximum amounts.

Participating Dentist – A dentist who has entered into an agreement with the Plan to render Covered Services to UPMC Dental *Advantage* Members.

Predetermination – The review of a treatment plan to determine the eligibility of a Member and the coverage for services in accordance with the Pediatric Dental Schedule of Benefits, the Schedule of Exclusions, and the Plan allowance for such services.

Prior Approval – A formal process requiring a provider obtain approval to provide particular services or procedures before they are done. This is usually required for nonemergency services that are expensive or likely to be abused or overused. The Plan will identify those services and procedures that require prior authorization, without which the provider may not be compensated.

Proof of Loss – Documentation to support a claim.

Pediatric Dental Schedule of Benefits – List of Covered Services, Coinsurances, and limits.

Salzmann Index – An assessment record used to disclose whether a handicapping malocclusion is present and to assess its severity according to the criteria and weights (point values) assigned to them for Member's entering orthodontic treatment.

Service Area – The Plan's primary Service Area, which consists of the counties listed in the most current version of the UPMC Dental *Advantage* provider directory. These are the counties in which UPMC Dental *Advantage* is licensed to do business and in which most of its Participating Dentists are located.

Treatment Plan(s) – The written report of a series of procedures recommended for the treatment of a specific dental disease, defect, or injury, prepared for a Member by a dentist as a result of an examination.

Usual, Customary, and Reasonable (UCR) – For the services authorized by UPMC Dental *Advantage* that are provided by a Nonparticipating Dentist, the UCR charge is the amount that UPMC Dental *Advantage* determines is reasonable for Covered Services pursuant to industry standards. The Nonparticipating Dentist may charge you the difference between the billed amount and the UCR amount.

How the Dental Plan Works

Choosing a dental provider

You are enrolled in the Pediatric Dental Essential Health Benefit (EHB) administered by UPMC Dental *Advantage*. This is a Preferred Provider Organization (PPO) dental plan. Which that means you have the ability to self-direct your care. You have two levels of benefits. You can use Participating Dentists, also called in-network providers, for all Covered Services as well as Nonparticipating Dentists, which are also called out-of-network providers, for most Covered Services. If you obtain services from Participating Dentists, you will receive the highest level of benefit coverage. If you obtain services from Nonparticipating Dentists, you will receive a lower level of benefit coverage. Be sure to read this Certificate of Insurance to determine whether a service will be covered if obtained from a Nonparticipating Dentist. Remember, if you use Nonparticipating Dentists, you may receive a lower level of benefit coverage, and you may be billed by those Nonparticipating Dentists for the difference between the provider's charges and the allowed amount. This means that, because the Plan does not contract with a Nonparticipating Dentist, the provider can bill you for any amount over and above what the Plan covers.

To find a Participating Dentist, visit us at www.upmchealthplan.com or call our Health Care Concierge team at **1-877-648-9640**. When you visit the dental office, let your dentist know that you are covered under UPMC Dental *Advantage*. If your dentist has questions about your eligibility or benefits, instruct the office to call **1-877-648-9609** or visit www.upmchealthplan.com/dental.

Relationship with providers

UPMC Dental *Advantage* recognizes the importance of maintaining the continuity of care rendered to you by your treating dentists. Accordingly, to facilitate the management and quality of your overall treatment, the Plan may exchange information, including claims information, with your dentists.

The relationship between the Plan and Participating Dentists is that of independent contractors, and neither the Plan nor any Participating Dentist shall be considered an agent or representative of the other for any purpose.

The Plan makes no express or implied warranties or representations concerning the qualifications or continued participation of any Participating Dentist. The choice to use a particular provider is solely your own.

Participating Dentists may be terminated in the Plan's sole discretion. You may be required to choose another Participating Dentist if the provider rendering services to you terminates or is terminated from participation during the term of your enrollment, unless otherwise set forth herein or as required by state or federal law or regulation. You will be notified via letter if the provider rendering services to you is terminated.

The Plan does not provide or render Covered Services, but only makes payment or provides coverage for Dentally Necessary Covered Services that you receive. Participating Dentists are solely responsible for any dental services rendered to you and their other patients. The Plan is not liable for any act or omission of any provider who renders health care services to you. The Plan has no responsibility for a provider's failure or refusal to render health care services to you.

Residents outside Pennsylvania

UPMC Dental *Advantage*'s Dental Provider Network is currently limited to the Commonwealth of Pennsylvania. UPMC Dental *Advantage* has partnered with DenteMax LLC to offer in-network benefits for Members with permanent residence outside Pennsylvania. To find a participating DenteMax dentist outside Pennsylvania, log into *MyHealth OnLine* via www.upmchealthplan.com and click on Find Care, then select **Dental**, which will bring you to the provider search page, or contact our Health Care Concierge team for assistance at **1-877-648-9640**.

When seeking dental care inside Pennsylvania, to receive in-network benefits, Members must always use a UPMC Dental *Advantage* Participating Dentist. Members residing in specific Pennsylvania counties outside of the primary Service Area may have access to Participating Dentists through the DenteMax network. For further information or a listing of eligible counties, visit www.upmchealthplan.com or call **1-877-648-9640**. If a Member sees a DenteMax dentist located in any county located in Pennsylvania that is out-of-network and not a UPMC Dental *Advantage* Participating Dentist, then these benefits will be paid at the out-of-network rate.

Care when you are away from home

UPMC Dental *Advantage* recognizes that when you are traveling away from home, you may suffer a dental-related illness or injury. To receive all of the benefits of an in-network dentist while you are outside of the UPMC Dental *Advantage* Service Area, Members must access the DenteMax provider network. To find a participating DenteMax dentist outside of Pennsylvania, log into *MyHealth OnLine* via www.upmchealthplan.com and click on Find Care, then select Find a Dental, which will bring you to the provider search page, or contact Member Services for assistance at **1-877-648-9640**.

Remember, out-of-network providers do not have to comply with UPMC Dental *Advantage*'s policies and procedures. If you receive out-of-network services, you may be financially responsible for the difference between what UPMC Dental *Advantage* reimburses the Nonparticipating Dentist and the amount billed for the treatment and services.

Predetermination

A Predetermination is a review by the Plan before treatment to determine Member eligibility and coverage for planned services. Predetermination is not required before you receive a service. However, it is recommended for extensive, more costly treatment, such as crowns and bridges. A Predetermination gives you and your dentist an estimate of your coverage and how much your Member cost sharing will be for the treatment being considered.

To have service Predetermined, have your dental provider visit our website at www.upmchealthplan.com to submit the Predetermination online or submit a claim showing the planned procedures but leaving out the dates of service. The treatment plan will determine benefits payable, taking into account exclusions. We will notify you of the estimated payment.

When the services are performed, have your dentist call **1-877-648-9609** or submit an actual claim via Electronic Data Interchange (EDI), paper, or online through the UPMC Dental *Advantage* website (secure provider website). Any Predetermination amount estimated is subject to continued eligibility of the Member. We may also make adjustments at the time of final payment to correct any mathematical errors, apply coordination of benefits, and comply with your Plan in effect and the remaining program limit dollars available on the date of service.

This Predetermination in no way guarantees or implies that payment will be made. Payment is contingent upon the Member's benefit eligibility on the date services are rendered. The amount paid may be less than shown if benefits are payable under another plan that is primary.

Prior Approval for orthodontic services

Orthodontic treatment is only covered by the Plan when deemed Medically Necessary. Providers must receive Prior Approval before beginning treatment by completing and submitting a Salzmann Index Evaluation. Members must meet a score of 25 or greater to be considered eligible for orthodontic treatment. Scores of less than 25 are considered ineligible for treatment.

Members have the right to appeal denials for orthodontic treatment. Providers may also submit an appeal on behalf of a Member who has been denied coverage. Refer to the Resolving Disputes with the Plan section for additional information.

Orthodontic treatment performed by a Nonparticipating Dentist is not covered by the Plan.

Benefits

UPMC Dental *Advantage* provides coverage for the following dental services when those services are Dentally Necessary. Refer to your Pediatric Dental Schedule of Benefits for Deductibles and Coinsurance amounts as well as any Benefit Limits related to Covered Services. You may obtain Covered Services from either Participating or Nonparticipating Dentists and receive varying levels of coverage, as discussed throughout this Certificate. Remember that a statement from your dentist saying he or she believes you should have certain services does not mean that those services are Covered Services for purposes of coverage under your benefit plan.

Any Affordable Care Act (ACA) requirements involving medical benefits will be included in your Medical Certificate of Coverage or Summary Plan Description.

Services

The general descriptions below explain the services on your Pediatric Dental Schedule of Benefits. The descriptions are not all-inclusive — they include only the most common dental procedures in a class or service grouping. Specific dental procedures may not be covered depending on your Plan. All services are subject to UPMC Health Plan policies and procedures. Refer to check your Pediatric Dental Schedule of Benefits for Deductible and Coinsurance amounts as well as any Benefit Limits related to Covered Services. Services covered in your Pediatric Dental Schedule of Benefits are also subject to the Schedule of Exclusions included in this document and in your Medical Certificate of Coverage. You may also log in to *MyHealth OnLine* at www.upmchealthplan.com to check coverage. Also, your dentist may call UPMC Dental *Advantage* to verify coverage of specific dental procedures.

Your dental services and procedures are divided into four classifications:

- **Class I: Diagnostic/Preventive Services**
- **Class II: Basic Services**
- **Class III: Major Services**
- **Orthodontics** (if medically necessary and performed by a Participating Dentist)

Each class has a specified percentage that will be paid by your UPMC Dental *Advantage* plan for each service that you receive. Members should refer to their Pediatric Dental Schedule of Benefits for more information.

Below you will find a list of services that fall into each class. This list of services is not all-inclusive — it includes only the most common dental services and procedures in a class or service grouping.

Class I: Diagnostic/Preventive Services

- **Exams and x-rays** for diagnosis, including:
 - **Oral evaluations**
 - **Bitewing X-rays**
 - **Complete series and panoramic films**
- **Cleanings, fluoride treatments, and sealants** for prevention
- **Palliative treatment** for relief of pain for dental emergencies
- **Space maintainers** to prevent tooth movement

- **Nonsurgical periodontics** for nonsurgical treatment of the gums and bones supporting the teeth, including:
 - **Periodontal scaling and root planing**
 - **Periodontal maintenance**

Class II: Basic Services

- **Amalgam and composite fillings**
- **Extractions** – nonsurgical removal of teeth and roots
- **Pulpal therapy**
- **Endodontic therapy** to treat the dental pulp, pulp chamber, and root canal – root canal treatment and retreatment, pulpotomy, pulpal therapy, apicoectomy, and apexification. Also includes:
 - **Treatment plan**
 - **Clinical procedures**
 - **Follow-up care**
- **Surgical periodontics** for surgical treatment of the tissues supporting and surrounding the teeth (gums and bone), including:
 - **Gingivectomy**
 - **Gingivoplasty**
 - **Gingival flap procedure**
 - **Crown lengthening**
 - **Pin retention**

Class III: Major Services

- **Inlays, onlays, implants, and crowns** when the teeth cannot be restored by fillings
- **Prosthodontics**
- **Dentures (complete and partial)**
- **Replacement of missing or broken teeth**

Orthodontics (if medically necessary and approved by UPMC Dental *Advantage*)

Orthodontics are subject to approval by UPMC Dental *Advantage*. Patients must meet and a score of 25 or higher on the Salzmann scale to be eligible for treatment.

- For treatment of poor alignment and occlusion
- Coverage is for eligible children under the age 19 and includes:
 - Diagnostic x-rays
 - Active treatment
 - Pin Retention
- Orthodontics is also subject to the medical plan deductible
- Orthodontic treatment performed by a Nonparticipating Dentist is not covered by the Plan.

Orthodontics is a lifetime benefit available to you during the duration of your coverage with your plan. If you or an eligible family member is undergoing orthodontic treatment on the effective date of your UPMC Dental *Advantage* coverage, your benefits will be transitioned in the following way, if deemed Medically Necessary and approved by UPMC Dental *Advantage*: UPMC Dental *Advantage* distributes the lifetime orthodontic benefit throughout the course of treatment for eligible Members. The payment schedule is determined based on the banding date and the estimated length of treatment (benefits may be prorated). If orthodontic treatment is already in progress on the effective date of your UPMC Dental *Advantage* coverage, your current orthodontist will receive the remainder of your maximum lifetime benefit from the UPMC Dental *Advantage* plan based on the remaining months of treatment and the dental EHB plan design.

Eligible EHB Members must satisfy their shared medical/orthodontic dental Deductible before the Plan makes any payments.

Anesthesia

Anesthesia is not payable under UPMC Dental *Advantage*. However, the Member may have coverage for anesthesia services under his or her medical benefits.

General anesthesia and associated medical costs are provided to an eligible dental patient, which includes children 7 years of age or younger or developmentally disabled Members of any age for whom a successful result cannot be expected for treatment under local anesthesia and for whom a superior result can be expected for treatment under general anesthesia. Anesthesia coverage under the Member's medical plan may have limitations, restrictions, and requirements. Please refer to your medical Certificate of Coverage or plan documents.

Pediatric Dental Schedule of Benefits

Your benefits are shown in the enclosed Pediatric Dental Schedule of Benefits. The Pediatric Dental Schedule of Benefits shows:

- The classes of dental services covered, shown with the percentage of the Maximum Allowable Charge that the Plan pays for those services as well as examples of services covered in each class.
- Any Member out-of-pocket costs or cost sharing for a Covered Service.
- Any Deductibles you and/or your family must pay per Benefit Period before any covered services will be paid by the Plan and the Covered Services for which there are no Deductibles.
- Any limits for Covered Services for a given period of time, for example, annual for most services and lifetime for orthodontics. Annual limits are applied on a Benefit Period basis.

Your out-of-pocket costs

In order to keep the plan affordable for you, the plan includes certain cost-sharing features. If the class or service grouping is not covered under the plan, the Pediatric Dental Schedule of Benefits will indicate "not covered." You will be responsible to pay your dentist the full charges for services that are not Covered Services.

Classes or service groupings shown with "Plan Pays" percentages greater than 0 percent but less than 100 percent require you to pay a portion of the cost for the Covered Service. For example, if the Plan pays 80

percent, your share, or Coinsurance, is 20 percent of the Maximum Allowable Charge. You are also responsible to pay any Deductibles and charges exceeding the limits. The individual Deductible applies when a Certificate covers one Member up to 19 years old. For policies with two or more Members up to 19 years old, the eligible dependents Deductible applies. Copayments, Coinsurance, and Deductible for dental benefits apply toward satisfaction of the Out-of-Pocket Maximum specified in your Medical Schedule of Benefits.

Schedule of Exclusions

No benefits will be provided for services, supplies, or charges detailed in the Schedule of Exclusions.

Claims

Claims submissions

If you receive care from a Participating Dentist, you should not have to submit a claim to the Plan. The Participating Dentist will bill the Plan, and the Plan will pay the provider directly. However, if you obtain Dentally Necessary Covered Services from a Nonparticipating Dentist, you may have to file a claim yourself. To submit a claim, follow the steps below.

To obtain a claim form, go to www.upmchealthplan.com. Be sure to include the following on the claim form:

- Member's name
- Member's date of birth
- Member's Social Security number
- Member's name and address
- The name and policy number of a second insurer if the Member is covered by another dental plan
- Proof of payment (if no proof of payment, the Member will need to include detailed information regarding the service – provider name, address, date of service, and amount charged)

For approved orthodontic treatment, covered under the plan, an explanation of the planned treatment (treatment plan) must be submitted to the Plan. Upon review of the information, we will notify you and your dentist of the reimbursement schedule, frequency of payment over the course of treatment, and your share of the cost.

Claim forms should be sent to:

UPMC Dental *Advantage*
PO Box 1600
Pittsburgh, PA 15230-1600

Remember, a request for payment of a claim will not be reviewed, and no payment will be made unless all of the information described above has been submitted to the Plan. The Plan reserves the right to require additional information and documents, if necessary, to support your claim. Should you have any questions concerning your coverage, eligibility, or a specific claim, contact UPMC Dental *Advantage* at **1-877-648- 9640** or log in to *MyHealth OnLine* at www.upmchealthplan.com.

Notice of claim

The Plan will not be liable under this Certificate unless proper notice is furnished to the Plan that Covered Services in this Certificate have been rendered to a Member. Written notice must be given to the Plan within 20 days following the date in which the Covered Services were rendered or as soon as reasonably possible thereafter. The Member must give notice to the Plan in writing at UPMC Dental *Advantage*, PO Box 1600, Pittsburgh, PA 15230-1600. The notice must include the data necessary for the Plan to determine benefits. A charge shall be considered incurred on the date the Member receives the service or supply for which the charge is made.

Claim forms

Proof of Loss for benefits under this Certificate must be submitted to the Plan on the appropriate claim form. The Plan, upon receipt of notice of claim will, within 15 days following the date the notice of a claim is received, furnish claim forms to the Member for filing Proofs of Loss. If claim forms are not

furnished within 15 days after the giving of such notice, the Member shall be deemed to have complied with the requirements of this subsection as to filing a Proof of Loss upon submitting, within the time fixed in this subsection for filing Proofs of Loss, itemized bills for Covered Services as described below. The Proof of Loss may be submitted to the Plan at the address on file for the Member.

Proof of Loss

Written Proof of Loss must be furnished to the Plan within 90 days after the date of such loss. Failure to give notice to the Plan within the time required will not reduce any benefit if it is shown that the notice was given as soon as reasonably possible, but in no case, except in the absence of legal capacity, will the Plan be required to accept notice later than one year after the end date in which the Covered Service was rendered.

Timely payment of claims

Subject to written Proof of Loss, all claims payable under this Certificate will be paid immediately, according to any applicable regulatory requirements. For submitted claims, the Plan will not be liable under this Certificate unless proper notice is furnished to the Plan that Covered Services have been rendered to a Member.

UPMC Dental *Advantage* will not be responsible for payment of claims for Covered Services that are submitted more than one year from the date of service.

Payment of claims

Claims payable under this Certificate when loss of life has occurred will be payable in accordance with the beneficiary designation and the provisions respecting such payment, which may be prescribed herein and effective at the time of payment. If no such designation or provision is then effective, claims shall be payable to the estate of the insured. Any other accrued claims unpaid at the insured's death may, at the option of the Plan, be paid either to such beneficiary or to such estate. All other claims will be payable to the insured.

Payment of benefits

If you have treatment performed by a Participating Dentist, we will pay Covered Benefits directly to the Participating Dentist. Both you and the dentist will be notified of Plan payment and any amounts you owe for Coinsurance, Deductibles, charges exceeding limits, or denial of noncovered services. Payment will be based on the Maximum Allowable Charge that the treating Participating Dentist has contracted to accept and what your benefit allows.

If you receive treatment from a Nonparticipating Dentist, we will send payment for Covered Benefits to you unless otherwise indicated on the claim form. You will be notified of the Plan payment and any amounts you owe for Coinsurance, Deductibles, charges exceeding limits, or denial of noncovered services. The Plan payment will be based on the Maximum Allowable Charge for the services. You will be responsible to pay the dentist any difference between the Plan's payment and the dentist's full charge for the service.

Change of Beneficiary

The right to change of beneficiary is reserved to the insured and the consent of the beneficiary or beneficiaries shall not be requisite to surrender or assignment of this Certificate or to any change of beneficiary or beneficiaries, or to any other changes in this Certificate.

Overpayments

If we make an overpayment for benefits, we have the right to recover the overpayment. In the event that overpayment was made to the Member, we will recover the overpayment by requesting a refund. Recovery will be done in accordance with any applicable state laws or regulations.

Coordination of benefits

When a Member is eligible for coverage under more than one dental plan, the Plan will coordinate your benefits with those plans. The Plan does this to make sure that your benefits will be paid appropriately while preventing duplicate payments. This is how coordination of benefits works for your benefit plan:

- When your other coverage does not mention “coordination of benefits,” then that coverage pays first. Benefits paid or payable by that coverage will be taken into account when we determine if additional benefit payments can be made under this plan.
- When you are covered as an employee under one plan and as a dependent under another, the employee coverage pays first.
- When the dependent child is covered under two plans, the plan covering the parent whose birthday occurs earlier in the calendar year pays first. If both parents have the same birthday, then the plan under which one parent was covered longest pays first.
- If the dependent child's parents are separated or divorced and:
 - The parent with custody of the child has not remarried, the coverage of the parent with custody pays first.
 - The parent with custody has remarried, the coverage of the parent with custody pays first, but the stepparent's coverage, if any, pays before the coverage of the parent without custody.
 - There is a court order that specifies the parent who is financially responsible for the child's dental expenses, the coverage of that parent pays first.
- When none of the above circumstances applies, the coverage that you have had the longest applies first, as long as:
 - The benefits of a plan covering the person as an employee other than a laid-off or retired employee or as the dependent of such person shall be determined before the benefits of a plan covering the person as a laid-off or retired employee or as a dependent of such person, and the other plan does not have a provision regarding laid-off or retired employees and, therefore, the benefits of each plan are determined after the other, then the provisions listed above shall not apply.

If you or your provider receive more than you should have when your benefits are coordinated, you or your provider will be expected to repay the overpayment.

It is the policy of UPMC Dental *Advantage* to review all other insurance coverage prior to releasing a claim for payment. If other insurance coverage is found after a payment has been made, a review will determine which plan pays first and what action will be taken in regard to any claims in question. Whenever payments should have been made by the Plan, but payments were made under another benefit plan, UPMC Dental *Advantage* has the right to pay to the benefit plan that has made such payment any amount that the Plan determines to be appropriate under the terms of this Certificate. Any amounts paid shall be considered to be benefits paid in full under this Certificate.

If the Plan makes payment for Covered Services in excess of the amount of payment pursuant to this Certificate, irrespective of to whom those amounts were paid, UPMC Dental *Advantage* shall have the right to recover the excess amount from any person or entity to or for whom such payments were made. Upon reasonable request by the Plan or its agent, you must execute and deliver such documents as may be required and do whatever else is reasonably necessary to secure the UPMC Dental *Advantage* Plan's rights to recover the excess payments.

UPMC Dental *Advantage* is not required to determine whether or not you have other dental benefits or insurance or the amount of benefits payable under any other dental benefits or insurance. The Plan shall only be responsible for coordination of benefits to the extent that information regarding your other insurance is provided to the Plan by you, another insurance company, or any other entity or person authorized to provide such information.

Review of a benefit determination

If you are not satisfied with the Plan's benefit determination, please contact us at **1-877-648-9640**. If, after speaking with a Health Care Concierge, you are still dissatisfied, refer to the **Resolving Disputes with the Plan** subsection of this Certificate for further steps you can take regarding your claims.

Resolving Disputes with the Plan

At times, you may not be satisfied with a decision that the Plan makes regarding your coverage or with the dental services you have received. As a Member of UPMC Dental *Advantage*, you have the right to file a Complaint.

The Complaint process

A Member with a Complaint about a Participating Dentist, coverage, operations, or the Plan's management policies should contact our Health Care Concierge team at **1-877-648-9640**. TTY users should call **711**.

The Member may appoint in writing a representative to act on his or her behalf. In addition, the Member or the Member's representative may request the help of a Plan employee who has not taken part in the decision to deny coverage or the issue in dispute. That employee will assist the Member in preparing the Complaint at no charge to the Member. Complaints must be filed with UPMC Dental *Advantage* within 180 days from denial notification or from the occurrence.

There is one step in the internal Complaint process — the initial review, which is described in this section.

Initial review

1. Member files a Complaint.

Complaints may be verbal or in writing and may include documentation. The Complaint should indicate the remedy or corrective action being sought. For example, a Complaint may deal with a claim denial, and the remedy being sought is payment of the claim. All written Complaints should be submitted to:

UPMC Dental *Advantage*
Member Complaints
P.O Box 2939
Pittsburgh PA 15230-2939

Verbal Complaints can be made to our Health Care Concierge team by calling **1-877-648-9640**. TTY users should call **711**.

2. UPMC Dental *Advantage* acknowledges the Complaint.

The Plan sends a letter to the Member within five business days stating that it has received the Complaint.

3. The Initial Complaint Review Committee investigates the Complaint.

The committee, which consists of one or more Plan employees, investigates the Complaint.

4. The committee makes a decision and notifies the Member.

The committee makes a decision within 30 calendar days of receiving a Complaint. The committee notifies the Member in writing within five business days of making its decision, giving its reasons and the Member's appeal rights, if applicable.

Schedule of Exclusions

What is not covered?

Not all dental services are Covered Services. The following is a list of services that are not covered under your benefit plan. If you are not sure if a service is covered, call us at 1-877-648-9640 to ask if that service is covered under your benefit plan.

- **Blood:** Nonpurchased blood or blood products, including autologous donations.
- **Cosmetic surgery:** Surgical or other services performed solely for cosmetic reasons — to repair or reshape a body structure for the improvement of the person's appearance or for psychological or emotional reasons and from which no improvement in physiological function can be expected, such as mouth guards and adult fluorides.
- **Court-ordered services:** Court-ordered services when your dentist or other professional provider determines that those services are not dentally appropriate.
- **Employment-related or employer-sponsored services:**
 - A. For any illness or bodily injury that occurs in the course of employment, if benefits or compensation is available in whole or in part, pursuant to any federal, state, or local government's workers' compensation, or occupational disease, or similar type of legislation. This exclusion applies whether or not you claim those benefits or compensation.
 - B. Services that you receive from a dental or medical department, operated in whole or in part by, or on behalf of, an employer, mutual benefit association, labor union, trust, or similar entity.
- **Experimental/Investigational:** Services that are Experimental/Investigational in nature as determined by the Plan.
- **Medical/Dental services not identified as "covered" in this Certificate:** Any other medical or dental service or treatment, except as provided in this Certificate or as mandated by law.
- **Medicare:** Services for which or to the extent that payment has been made pursuant to Medicare coverage, when Medicare coverage is primary.
- **Military service:**
 - A. Care for military service-connected disabilities and conditions for which you are legally entitled to services and for which facilities are reasonably accessible to you.
 - B. Services that are provided to Members of the armed forces and the National Health Service or to individuals in Veterans Affairs facilities for military service-related illness or injury, unless you have a legal obligation to pay.
- **Miscellaneous:** Any services, supplies, or treatments not specifically listed in the Certificate as covered benefits, services, supplies, or treatments, unless they are a basic dental service.
 - A. Any services related to or necessitated by an excluded item or noncovered service.
 - B. Services provided by a nonlicensed practitioner.
 - C. Services that are primarily educational in nature, including, but not limited to, instruction for plaque control, oral hygiene, and diet.

- D. Services incurred after the date of termination of your coverage, except as provided elsewhere in this Certificate. Services rendered prior to the effective date of your coverage.
- E. Services for which you otherwise would have no legal obligation to pay.
- F. Charges for telephone consultations unless otherwise allowed in accordance with Plan policy.
- G. Charges for failure to keep a scheduled appointment.
- H. Services performed by a dentist enrolled in an education or training program when such services are related to the education or training program.
- I. Charges for completion of any insurance form or copying of dental or medical records.
- J. Services that are submitted by two different dentists for the same services performed on the same date for the same individual.
- K. Services for, or related to, any illness or injury suffered after the effective date of your coverage that is the result of any act of war.
- L. Services that are more than the Maximum Allowable medically charge.
- M. Charges for care that is not dentally necessary.
- N. Expenses incurred by you to the extent that benefits are paid or payable for those expenses under the mandatory part of any auto insurance policy written to comply with a "no-fault" insurance law or an uninsured motorist insurance law. The Plan will take into account any adjustment option chosen under such part by you.
- O. Replacement of a lost or stolen appliance.
- P. Replacement of a bridge, crown, or denture within 60 months after the date it was originally installed.
- Q. Procedures, appliances, or restorations (except full dentures) whose main purpose is to
 - (a) change vertical dimension, (b) diagnose or treat conditions or dysfunction of the temporomandibular joint,
 - (c) stabilize periodontally involved teeth, or (d) restore occlusion to include orthodontics for Members age 19 and over.
- R. Porcelain or acrylic veneers of crowns or pontics on or replacing the upper and lower first, second, or third molars.
- **Motor vehicle accident/workers' compensation:** Treatment or services for injuries resulting from the maintenance or use of a motor vehicle to the extent such treatment or service is paid or payable under a motor vehicle insurance policy, or any injury sustained in the course and scope of performing work for which coverage is afforded under a workers' compensation policy, including, but not limited to, a qualified plan of self-insurance, or any fund or program for the payment of extraordinary medical or dental benefits established by law, including medical benefits payment in any manner under the Pennsylvania Motor Vehicle Financial Responsibility Act or equivalent law of another state.
- **Oral surgery:** Services, including or related to oral surgery, except as otherwise set forth herein. Exclusions include, but are not limited to, (a) services that are part of an orthodontic treatment program; (b) services required for correction of an occlusal defect; (c) services encompassing orthognathic or prognathic surgical procedures; (d) treatment of temporomandibular joint syndrome or temporomandibular joint disorders; (e) removal of asymptomatic, nonimpacted third molars; and (f) orthodontics and related services.

- **Prescription drugs.**
- **Temporomandibular joint syndrome:** In order for surgery to be covered, documentation in the medical record must support that treatment of TMJ disorder with conventional nonsurgical therapy has not resulted in adequate improvement, except as set forth in this Certificate.

General Provisions

This Certificate includes and incorporates any and all Schedule of Benefits and, together, the Pediatric Dental Certificate of Insurance and Pediatric Dental Schedule of Benefits represent the entire agreement between the parties with respect to the subject matter. The failure of any section or subsection of this Certificate shall not affect the validity, legality, and enforceability of the remaining sections.

Except as otherwise herein provided, this Certificate may be amended, changed, or modified only in writing by the Plan and thereafter attached hereto as part of this Certificate.

The Plan may assign this Certificate and its rights and obligations hereunder to any entity under common control with the Plan.

The pertinent laws and regulations for interpretation and enforcement of the Certificate are the laws and regulations of the Commonwealth of Pennsylvania.

Entire contract; changes

Subject to the contract between your employer and the Plan (if applicable), this Certificate of Insurance, including the schedules, and other documents attached hereto and issued in accordance herewith, represents the entire contract of insurance between you and the Plan. No agent or representative of The Plan other than the Plan officer may otherwise change this Certificate of Insurance or waive any of its provisions. All statements you made will, in the absence of fraud, be deemed representations, and not warranties, and no such statement will be in defense to a claim under this Certificate of Insurance, unless it is contained in a written instrument signed by and furnished to you.

Physical examinations

The Plan, at its own expense, shall have the right and opportunity to examine the Member when and as often as it may reasonably require during the pendency of a claim hereunder.

Legal actions

No action in law or in equity shall be brought to recover on the Certificate prior to the expiration of 60 days after written Proof of Loss has been filed in accordance with the requirements of the Certificate. No such action shall be brought after the expiration of three years after the time written Proof of Loss is required to be furnished.

Time Limit on Certain Defenses

After three years from the date of issue of this Certificate, no misstatements, except fraudulent misstatements, made by the applicant in the application for such Certificate shall be used to void the Certificate or to deny a claim for loss incurred or disability (as defined in this Certificate) commencing after the expiration of such three-year period.

Misstatement of age

If your age has been misstated, all amounts payable under the plan shall be the premium amount owed if The Plan had been purchased at the correct age. The Plan shall notify you of the correct premium amount on immediately following its discovery of the error. The correct premium amount shall also be applied retroactively,

which may result in you owing additional premium amounts as of the Effective Date of your Certificate.

Reinstatement

If your coverage under this Certificate has been terminated for failure to pay premiums, the Plan will reinstate your coverage as long as the premium due is paid in full within 30-calendar days after the end of the grace period. The reinstated Certificate shall cover only loss resulting from accidental injury as may be sustained after the date of reinstatement and loss due to such sickness as may begin more than ten days after such date. In all other respects the insured and insurer shall have the same rights thereunder as they had under the Certificate immediately before the due date of the defaulted premium, subject to any provisions endorsed hereon or attached hereto in connection with the reinstatement.

Fraud and abuse

According to Pennsylvania statute:

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

The Plan is committed to ensure the integrity of, provision of, and payment for Dentally Necessary Covered Services to our Members. In the event that you suspect that a UPMC Dental *Advantage* Member or a provider is committing fraud or abuse, contact our Special Investigations Unit at 1-866-FRAUD01(1-888-372-8301) or specialinvestigationsunit@upmc.edu.



UPMC HEALTH PLAN

U.S. Steel Tower, 600 Grant
Street Pittsburgh, PA 15219

www.upmchealthplan.com



Nondiscrimination notice

UPMC Health Plan, on behalf of itself and its affiliates, complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

UPMC Health Plan provides free aids and services to people with disabilities so that they can communicate effectively with us. Aids and services may include:

- Qualified sign language interpreters.
- Written information in other formats (large print, audio, accessible electronic formats, other formats).

UPMC Health Plan provides free language services to people whose primary language is not English. Language services may include:

- Qualified interpreters.
- Information written in other languages.

If you need these services, contact the Member Services phone number listed on the back of your member ID card.

If you believe that UPMC Health Plan has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression, you can file a complaint with:

Complaints and Grievances
PO Box 2939
Pittsburgh, PA 15230-2939

Phone: 1-888-876-2756 (TTY: 711)
Fax: 1-412-454-7920
Email: HealthPlanCompliance@upmc.edu

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019. TTY/TDD users should call 1-800-537-7697.

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Translation services

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-869-7228 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-869-7228 (TTY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-869-7228 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-869-7228 (телетайп: 711).

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-855-869-7228 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-869-7228 (TTY: 711) 번으로 전화해 주십시오.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-869-7228 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-869-7228 (رقم هاتف الصم والبكم: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-869-7228 (ATS: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-869-7228 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-855-869-7228 (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-869-7228 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-855-869-7228 (TTY: 711).

សម្គាល់៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ យើងមានផ្តល់សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ។ សូមទូរស័ព្ទទៅលេខ 1-855-869-7228 (TTY: 711)។

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-869-7228 (TTY: 711).