



Short Term Medical Hospital & Surgical Plans

Coverage when you need it most



HEALTH INSURANCE AVAILABLE ONLY TO MEMBERS OF FACT, THE FEDERATION OF AMERICAN CONSUMERS AND TRAVELERS. THESE HEALTH INSURANCE PLANS ARE ISSUED AS ASSOCIATION GROUP PLANS AND AVAILABLE ONLY TO MEMBERS OF FACT. GOLDEN RULE INSURANCE COMPANY IS THE UNDERWRITER AND ADMINISTRATOR OF THESE PLANS. SEE LAST PAGE FOR MORE FACT DETAILS.

This coverage is not required to comply with certain federal market requirements for health insurance, principally those contained in the Affordable Care Act. Be sure to check your policy carefully to make sure you are aware of any exclusions or limitations regarding coverage of preexisting conditions or health benefits (such as hospitalization, emergency services, maternity care, preventive care, prescription drugs and mental health and substance use disorder services). Your policy might also have lifetime and/or annual dollar limits on health benefits. If this coverage expires or you lose eligibility for this coverage, you might have to wait until an open enrollment period to get other health insurance coverage.

Certificate Forms GRI-STAG20-C-E-HS-D and other state variations

UnitedHealthcare®
Golden Rule Insurance Co.

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Why Short Term Medical Hospital & Surgical Insurance?

Short Term Medical Hospital & Surgical plans are designed as “just in case” health coverage with hospital and surgical benefits only and last for a limited time when longer term insurance isn’t available to you

Because life moves fast



Apply for coverage any day of the year

No qualifying event needed and no waiting for an enrollment period



Apply fast

Short application questions help determine if you’re eligible for coverage, and plans are medically underwritten



Choose your plan length

Choose from 1 month to just under 12 months, depending on your state

Because life can be unpredictable



Coverage you need

Plans with hospital, surgical and limited urgent care benefits only



Nationwide network

Access to quality care at reduced rates from 1.4 million physicians and health care professionals and 6,500 hospitals and medical facilities¹



No referrals or primary care physician (PCP) required

Use any hospital or medical facility in the network across the nation²

¹ UnitedHealth Group Annual Form 10-K for year ended 12/31/20.

² There are no non-network benefits, except for emergencies (see page 5).

This coverage does not qualify as “Minimum Essential Coverage” (MEC) as defined in the Affordable Care Act and may not cover all Essential Health Benefits in your state. And, while enforcement of the federal tax penalty is not occurring in 2021, some states may impose a tax penalty if you do not have MEC coverage. This is an outline only and is not intended to serve as a legal interpretation of benefits. Reasonable effort has been made to have this outline represent the intent of contract language. However, the contract language stands alone, and the complete terms of the coverage will be determined by the policy. It is important to note there are **State Variations, Exclusions and/or Limitations and Plan Provisions**. This plan is medically underwritten. **No benefits will be paid for a health condition that exists prior to the date insurance takes effect.**

Plan Information

Hospital & Surgical plans only

Choice of Plan Duration: 1–12 Months (less one day). See state variations for availability.

Hospital & Surgical		
Per Person Deductible (per term; max 2 per family)	You pay up to:	\$5,000, \$7,500 or \$15,000
Coinsurance (% you pay after deductible , per term)	You pay:	50%
Coinsurance Out-of-Pocket Maximum (after deductible, per person, per term)	You pay up to:	\$10,000
Maximum Benefit (per person, per term)	We pay up to:	\$1 million
Medical		
Urgent Care Center Visit (per person, per term)		\$75 copay for first 2 visits¹
Emergency Room (Accident and Illness) (additional \$500 deductible if not admitted)	You pay:	50% after deductible
Inpatient Hospital Services, Outpatient Surgery		50% after deductible
Outpatient Labs & X-rays (\$500 max covered expense per person, per term)		50% after deductible
Pharmacy		
Outpatient Prescription (Rx) Drugs		Not Covered Discount card provided ²
Optional Benefits		
Add Virtual Care Benefit³ (See page 6)		\$0 video doctor visits available through Amwell
Add Supplemental Accident Benefit³ (See page 6)	We pay up to:	\$2,500, \$5,000, \$7,500, \$10,000 or \$15,000

The amount of benefits provided depends upon the plan selected, and the premium will vary with the amount of the benefits selected. These plans only pay benefits for eligible expenses from a network provider. See page 5 for details. Copays do not apply to deductible, coinsurance or coinsurance out-of-pocket maximum. This coverage does not qualify as “Minimum Essential Coverage” as defined in the Affordable Care Act and may not cover all Essential Health Benefits in your state. ¹Subsequent visits are subject to deductible then coinsurance. ²Discounts vary by pharmacy, geographic area and Rx drug.

³Additional premium required.

Get nationwide access to quality care and cost savings

Use UnitedHealthcare Choice network for benefits



Save on premium

- Pay in full up front and receive 18% off¹
- Choose a higher deductible: If you agree to cover more before insurance starts paying, you can reduce your plan premium



Save on health care costs

- Network care available at negotiated lower rates
- Network providers agree not to bill you above that negotiated rate



These plans only pay benefits for eligible expenses from a network provider. There are no non-network benefits.

No benefits are payable for non-emergency care from a non-network provider.

Emergency treatment from a non-network provider will be treated as a network eligible service.

National Network²

 **1.4M+**  **6,500+**
providers hospitals

- No referrals to see a network specialist
- Use any doctor or facility in the national network



Visit UHOne.com and select Find A Doctor to search for network providers in your state

¹ Single pay option is not available when the optional benefit for a second plan is selected during application process. See state variations for availability.

² UnitedHealth Group Annual Form 10-K for year ended 12/31/20.

Round out your coverage



Telehealth

If you're looking for coverage for virtual visits, your Short Term Medical Hospital and Surgical plan can help. By adding the Virtual Care Benefit¹ to your plan, you can use Amwell to visit with a doctor 24 hours a day, 7 days a week to get quick care and a prescription when needed. With no appointments or long wait times, it's a great option for care when you have the flu, sinus infection, cough, cold, fever, pink eye, nausea and more. You can have unlimited \$0 cost video visits with a doctor when you need it.



Accident benefit

The Supplemental Accident Benefit¹ can help cover your deductible or other out-of-pocket medical costs (before insurance starts paying covered expenses) for accident-related injuries. You choose the benefit level amount you want, and it's paid per accident, per covered person. See page 13 for more details.



Dental and Vision

Consider help for other regular expenses not covered by health insurance with standalone Dental and Vision coverage.¹ Dental insurance can provide benefits for services ranging from routine cleanings to root canals, while vision insurance covers routine eye exams and can help pay for glasses, contacts or both.

¹Additional premium is required for coverage.

Amwell and UnitedHealthcare are not affiliated and each entity is responsible for its own contractual and financial obligations. Dental and Vision require separate applications and separate policies are issued. Product design and availability may vary by state. For costs, benefits, exclusions, limitations, eligibility, waiting periods and renewal terms, contact your broker.

Medical Benefits

(insurance plans)

The following medical benefits are provided using network providers and are subject to plan provisions, exclusions and/or limitations, the deductible, any applicable copay or coinsurance and all policy provisions (unless otherwise stated). Some state exceptions may apply (see State Variations). This is only a general outline of the benefits. You will find complete coverage details in the certificate.

State-specific differences may apply

Covered expenses must be administered by a doctor, medically necessary to the diagnosis or treatment of an injury or illness, and not excluded anywhere in the policy/certificate.

Ambulance Services

- Ground ambulance service to the nearest hospital that can provide services for necessary emergency care for the illness or injury.
- Air ambulance services requested by police or medical authorities at the site of emergency or in locations that cannot be reached by ground ambulance, limited to \$5,000 in covered expenses per person, per term.

Breast Reconstruction Following Mastectomy

Expenses in connection with a mastectomy for a covered person who elects breast reconstruction, including all stages of reconstruction of the breast on which the mastectomy has been performed; surgery and reconstruction of the other breast to produce a symmetrical appearance; and prostheses and treatment for physical complications of mastectomy, including lymphedemas.

Emergency Treatment

Covered expenses are limited to emergency treatment of an injury or illness. Covered expenses for use of the emergency room are subject to an additional \$500 deductible for each emergency room visit for an illness or injury unless the covered person is directly admitted to the hospital for further treatment.

Inpatient Benefits

Charges for the following when incurred by a covered person as an inpatient in a hospital.

Hospital does not include a nursing or convalescent home or an extended care facility.

- Daily hospital room and board and nursing services at most common semiprivate rate.
- Eligible daily room and board and nursing service expenses for an intensive care unit.
- Inpatient use of an operating, treatment or recovery room.
- Services and supplies, including drugs and medicines, which are routinely provided in the hospital to persons for use only while they are inpatients.
- Dressings and other necessary medical supplies.

- Diagnostic testing using radiologic, ultrasonographic or laboratory services (psychometric, behavioral and educational testing are not included).
- Radiation therapy and chemotherapy.
- Cost and administration of an anesthetic or oxygen.
- Hemodialysis, processing and administration of blood or components (but not the cost of the actual blood or components).
- Basic artificial limbs, artificial eyes and larynx and breast prosthesis. Replacement only if required by a physical change in the covered person and the item cannot be modified.
- Professional fees of doctors and medical practitioners.
- Inpatient treatment of a spine or back disorder.

Life-Threatening Cancer Benefit

Covered expenses include outpatient diagnosis and treatment of life-threatening cancer, including surgery, chemotherapy, radiation treatment and medications related to the treatment. In addition, a person receiving treatment for life-threatening cancer also receives the following coverage for illness or injury from the time treatment begins until the covered person's coverage under the policy/certificate ends.

Medical Benefits continued

(insurance plans)

Life-Threatening Cancer Benefit, continued

- Outpatient office visits for treatment of an illness or injury (excluding surgery) performed by a doctor or medical practitioner.
- Diagnostic testing using radiologic, ultrasonographic or laboratory services (psychometric, behavioral and educational testing are not included).
- Diagnostic procedures.
- Physical therapy.
- Hemodialysis and the charges by a hospital for the processing and administration of blood or blood components.
- Rental of the following durable medical equipment: I.V. stand and I.V. tubing, infusion pump or cassette, portable commode, patient lift, bili-lights and suction machine and suction catheters.
- Dressings, crutches, orthopedic braces and splints, casts or other necessary medical supplies.
- Counseling visits with a licensed mental health counselor.
- Outpatient treatment of a spine or back disorder.
- Outpatient prescription drugs received from a licensed pharmacy for drugs that, under applicable state law, may be dispensed only upon the written prescription of a doctor. Covered expenses are limited to the drugs included in the Prescription Drug List (“PDL”) provided by our pharmacy benefits manager, OptumRx, at the time your prescription order is filled (formulary drugs). Certain exceptions and exclusions may apply. See certificate for details.

- Home health care, including:
 - Home health aide services, limited to 7 visits per week. Each 8-hour period of home health aide services will be counted as one visit.
 - Intermittent private-duty registered nurse visits (not to exceed 4 hours each) will be limited to \$75 per visit.
 - The professional fees of a licensed respiratory, physical, occupational or speech therapist.
 - I.V. medication and pain medication.

Covered expenses for home health care do not include the charges related to respite care, custodial care or educational care.

Outpatient Catastrophic Medical Expenses

Expenses received on outpatient basis are limited to:

- Radiation therapy, one office visit following each round of radiation therapy, and diagnostic testing performed in conjunction with, and on the same day as, the radiation therapy.
- Chemotherapy, including the cost and administration of chemotherapy, and diagnostic testing performed in conjunction with, and on the same day as, the chemotherapy.
- Hemodialysis.
- Basic artificial limbs, artificial eyes and larynx and breast prosthesis. Replacement only if required by a physical change in the covered person and the item cannot be modified.

- Angiogram, arteriogram, computerized transverse tomography (CAT scan), echocardiography (transthoracic, real-time with image documentation), electroencephalogram (EEG), magnetic resonance imaging (MRI), myelogram, positron emission tomography (PET scan) and thallium stress test.
- Outpatient prescription drugs that are medically necessary to protect against rejection of an organ transplant, limited to a 34-day supply per prescription order or refill. No benefits will be paid for charges incurred for more than the predetermined managed drug limitations assigned to certain drugs or classification of drugs.
- Dental expenses only when a covered person suffers an injury, after the covered person’s effective date of coverage, that results in damage to his or her natural teeth and expenses that are incurred within six months of the accident or as part of a treatment plan that was prescribed by a doctor and began within six months of the accident. **Injury to the natural teeth will not include any injury as a result of chewing.**

Medical Benefits continued

(insurance plans)

Outpatient Preadmission and Presurgical Testing (X-ray and Lab)

Expenses for diagnostic testing performed before an authorized hospital stay, outpatient surgical procedure or cancer treatment when:

- The charges for the tests would have been covered expenses if the covered person were confined as an inpatient; and
- The tests are not repeated in the hospital or elsewhere.

Limited to maximum covered expenses of \$500 per person, per term.

Reconstructive Surgery

- Reconstructive craniofacial surgery and related services for a covered person of any age diagnosed as having a craniofacial anomaly if the surgery is medically necessary to improve functional impairment that results from the craniofacial anomaly, as determined by a nationally approved cleft-craniofacial team, approved by the American Cleft Palate-Craniofacial Association in Chapel Hill, North Carolina.

Rehabilitation and Extended Care Facility (ECF)

To qualify for benefits, a rehabilitation or extended care facility must be licensed by the state in which it operates. Services or confinement must begin within 14 days of a 3-day or more hospital stay, for the same illness or injury. Combined policy/certificate max of 60 days per person, per term for both rehabilitation and ECF expenses. This benefit excludes mental disorders or substance abuse.

Surgical Expenses

Limited to the following when incurred by a covered person for surgery:

- Professional fees of surgeon.
- Assistant surgeon fees, limited to 16% of eligible expenses of the procedure.
- Outpatient use of an operating, treatment or recovery room for surgery.
- Cost and administration of an anesthetic.
- Charges made by an outpatient surgical facility or separate identifiable outpatient unit of a hospital for services and supplies related to an outpatient surgery.
- Post-operative laboratory services necessitated by the surgery.
- Surgical treatment of a spine or back disorder.

Covered surgical expenses do not include tooth extraction or charges for surgery performed in a doctor's office or in any facility other than an outpatient surgical facility or a separate identifiable outpatient unit of a hospital for services and supplies related to outpatient surgery.

Transplant Expense Benefit

The following transplants are covered the same as any other illness: cornea, artery or vein grafts, heart valve grafts, prosthetic tissue and joint replacement, and prosthetic lenses for cataracts. For all other covered transplants, see the policy/certificate for "Listed Transplants" under Transplant Expense Benefits. The covered person must be a good candidate, as determined by us. The transplant must not be experimental or investigational. Covered expenses for "Listed Transplants" are limited to 2 per person. GRIC has arranged for certain hospitals around the country ("Centers of Excellence" or COE) to perform specified transplant services. At a designated COE, covered expenses include the acquisition cost and transportation and lodging limited to \$5,000 per transplant. If COE not used: Limit of 1 transplant per person, limited to max benefits of \$100,000; acquisition, transportation and lodging not covered.

No benefits payable for:

- Search and testing in order to locate a suitable donor.
- A prophylactic bone marrow harvest and peripheral blood stem cell collection when no "listed transplant" occurs.

Medical Benefits continued

(insurance plans)

Transplant Expense Benefit, continued

No benefits payable for:

- Animal-to-human transplants.
- Artificial or mechanical devices designed to replace a human organ temporarily or permanently.
- Procurement or transportation of the organ or tissue, unless expressly provided in this provision.
- Keeping a donor alive for the transplant operation.
- A live donor where the live donor is receiving a transplanted organ to replace the donated organ.
- A transplant under study in an ongoing Phase I or II clinical trial as set forth in the USFDA regulation.

Urgent Care

Copay of \$75 per office visit for services, including professional services, received at an urgent care center, limited to 2 visits per person, per term. Additional urgent care visits will be subject to the applicable deductible amount and coinsurance percentage.

Additional Benefits

- Children's Preventive Health Services for any covered person eligible by reason of age are subject to deductible and coinsurance. Immunization services that qualify as children's preventive health care services are exempt from any deductible amounts, coinsurance provisions or copayment amounts.
- Diabetes equipment, supplies and services, as defined in the certificate.
- Diabetes self-management training and education when medically necessary as determined by physician or health care professional. Limited to one training program per person, per lifetime, unless additional training is prescribed due to a significant change in symptoms or condition.
- Diagnosis of and treatment of autism spectrum disorders, including evidence-based treatments.
- Outpatient applied behavior analysis for the treatment of autism spectrum disorders up to a maximum of \$50,000 per policy/certificate term, per covered person.
- Colorectal cancer examinations and laboratory tests in accordance with the published American Cancer Society guidelines.
- One digital rectal examination and one prostate specific antigen test per policy/certificate term per covered person for screening for the early detection of prostate cancer (exempt from the deductible).

- Medically necessary care and treatment of loss or impairment of speech and hearing, including communicative disorders.
- Treatment of medical disorders requiring specialized nutrients or formulas, including treatment with medical foods, regardless of whether the delivery method is enteral or oral.
- Routine in-hospital newborn infant care expenses.
- Newborn screening tests for hypothyroidism, phenylketonuria, galactosemia, sickle-cell anemia and other genetic disorders as mandated by state law.
- Medically necessary gastric pacemaker.



Exclusions/Limitations

(insurance plans)

This is only a general outline of the exclusions. It is not an insurance contract, nor part of the insurance certificate. Some state exceptions may apply (see State Variations). You will find complete details in the certificate.

Some states may require that you have Minimum Essential Coverage in order to avoid a penalty. The short-term, limited duration insurance benefits under this coverage do not meet all federal requirements to qualify as “Minimum Essential Coverage” for health insurance under the Affordable Care Act (“ACA”). This plan of coverage does not include all Essential Health Benefits as required by the ACA. Preexisting Conditions are not covered under this plan of coverage. Be sure to check your Policy/Certificate carefully to make sure you understand what the Policy/Certificate does and does not cover. If this coverage expires or you lose eligibility for this coverage, you might have to wait until the next open enrollment period to get other health insurance coverage. You may be able to get longer term insurance that qualifies as “Minimum Essential Coverage” for health insurance under the ACA and help to pay for it at www.healthcare.gov. Be sure to check your Policy/Certificate carefully to make sure you are aware of any exclusions or limitations regarding coverage of preexisting conditions or health benefits (such as hospitalization, emergency services, maternity care, preventive care, prescription drugs and mental health and substance abuse use disorder services). Your Policy/Certificate might also have lifetime and/or dollar limits on health benefits.

Certificate Details

Benefits will not be paid for services or supplies that are not administered or ordered by a doctor and medically necessary to the diagnosis or treatment of an illness or injury, as defined in the certificate.

No benefits are payable for expenses:

- **For a preexisting condition:** Any illness, injury or condition for which medical advice, care or treatment was recommended or received within the 24 months immediately prior to the covered person’s effective date; or any illness, injury or condition for which any diagnostic procedure or screening was recommended to or received by a covered person within the 12 months immediately prior to the covered person’s effective date that results in medical care or treatment after the covered person’s effective date; or any illness, injury, condition or symptom(s) that, in the opinion of a doctor, manifested itself in a manner that would have caused an ordinarily prudent person to seek medical advice, diagnosis, care, treatment or further evaluation within the 12 months immediately prior to the covered person’s effective date; or a pregnancy existing on the effective date of coverage.

NOTE: Even if you have had prior GRIC coverage and your preexisting conditions were covered under that plan, they will not be covered under this plan.

- For non-emergency services or supplies received from a provider who is not a network provider, except as specifically provided for by the certificate.
- That would not have been charged if you did not have insurance.
- Imposed on you by a provider (including a hospital) that are actually the responsibility of the provider to pay.
- For services performed by an immediate family member.
- That are not identified and included as covered expenses under the policy/certificate or in excess of the eligible expenses.
- For services or supplies that are provided prior to the effective date or after the termination date of the coverage.
- For weight modification or surgical treatment of obesity, including wiring of the teeth and all forms of intestinal bypass surgery.
- For breast reduction or augmentation.
- For modification of the physical body in order to improve psychological, mental or emotional well-being, such as sex change surgery.
- For drugs, treatment or procedures that promote conception, including but not limited to artificial insemination or treatment for infertility or impotency.
- For sterilization or reversals of sterilization.
- For fetal reduction surgery or abortion (unless life of mother would be endangered if the fetus were carried to term).
- For treatment of malocclusions, disorders of the temporomandibular joint (TMJ) or craniomandibular disorders.
- Not specifically provided for in the policy/certificate, including telephone consultations, failure to keep an appointment, television expenses or telephone expenses.
- For marriage, family or child counseling.
- For hospital room and board and nursing services if admitted on a Friday or Saturday, unless for an emergency, or for medically necessary surgery that is scheduled for the next day.
- For standby availability of a medical practitioner when no treatment is rendered.
- For dental expenses, including braces and oral surgery, except as provided for in the policy/certificate.
- For cosmetic treatment.
- For diagnosis or treatment of learning disabilities, attitudinal disorders or disciplinary problems.
- For diagnosis or treatment of nicotine addiction.
- For charges related to, or in preparation for, tissue or organ transplants, except as expressly provided for under Transplant Expense Benefits in the policy/certificate.
- For high-dose chemotherapy prior to, in conjunction with, or supported by ABMT/BMT, except as specifically provided under the Transplant Expense Benefits provision in the policy/Certificate.

Exclusions/Limitations continued

(insurance plans)

General Exclusions, continued

No benefits are payable for expenses:

- For eye refractive surgery, when the primary purpose is to correct nearsightedness, farsightedness or astigmatism.
- While confined for rehabilitation, custodial care, educational care or nursing services, except as provided for in the policy/certificate.
- For injuries sustained during or due to participating, instructing, demonstrating, guiding or accompanying others in any of the following: sports (professional, or semiprofessional, or intercollegiate), parachute jumping, hang gliding, racing or speed testing any motorized vehicle or conveyance, scuba/skin diving (when diving 60 or more feet in depth), skydiving, bungee jumping or rodeo sports.
- For injuries sustained during or due to participating, instructing, demonstrating, guiding or accompanying others in any of the following if the covered person is paid to participate or to instruct: operating or riding on a motorcycle, racing or speed testing any non-motorized vehicle or conveyance, horseback riding, rock or mountain climbing or skiing.
- For injuries sustained while performing the duties of an aircraft crew member, including giving or receiving training on an aircraft.
- For vocational or recreational therapy, vocational rehabilitation, outpatient speech therapy or occupational therapy, except as provided for in the policy/certificate.
- For eyeglasses, contact lenses, hearing aids, eye refraction, visual therapy or any exam or fitting related to these devices.
- Due to pregnancy (except complications).
- For any expenses, including for diagnostic testing, incurred while confined primarily for well-baby care.
- For preventive care or prophylactic care, including routine physical examinations, premarital examinations and educational programs, except as expressly provided for by the policy/certificate.
- Resulting from experimental or investigational treatments, or unproven services.
- Incurred outside of the U.S., except for emergency treatment.
- Resulting from or during employment for wage or profit, if covered or required to be covered by workers' compensation insurance under state or federal law. If you entered into a settlement that waives your right to recover future medical benefits under a workers' compensation law or insurance plan, this exclusion will still apply.
- Resulting from declared or undeclared war; intentionally self-inflicted bodily harm (whether sane or insane); or participation in a riot or felony (whether or not charged).
- For or related to durable medical equipment or for its fitting, implantation, adjustment or removal or for complications therefrom, except as provided for in the policy/certificate.
- For any service a non-network provider waives, does not pursue or fails to collect any applicable copay, deductible or coinsurance owed.
- For any service a non-network provider waives, does not pursue or fails to collect any applicable copay, deductible or coinsurance owed.
- Resulting from intoxication, as defined by state law where the illness or injury occurred, or while under the influence of illegal narcotics or controlled substances, unless administered or prescribed by a doctor.
- For or related to surrogate parenting.
- For or related to treatment of hyperhidrosis (excessive sweating).
- For alternative treatments, except as specifically covered by the policy/certificate, including: acupressure, acupuncture, aromatherapy, hypnotism, massage therapy, rolfing and other alternative treatments defined by the Office of Alternative Medicine of the National Institutes of Health.
- For joint replacement, unless related to an injury covered by the policy/certificate.
- For outpatient diagnosis and treatment of a spine or back disorder, except as expressly provided for by the policy/certificate.
- For diagnosis and treatment of mental disorders and substance abuse, including court-ordered treatment of substance abuse.
- For home health care, except as expressly provided for by the policy/certificate.
- For outpatient prescription drugs, except as specifically provided for by the policy/certificate.
- For services or supplies received on an outpatient basis, except as expressly provided for by the policy/certificate.
- For non-emergency treatment of tonsils, adenoids, middle ear disorders, hemorrhoids or hernia.

Plan Provisions

(insurance plans)

This is only a general outline of the provisions. It is not an insurance contract, nor part of the insurance certificate. Some state exceptions may apply (see State Variations). You will find complete details in the certificate.

Optional Supplemental Accident Benefit for Short Term Medical Plans

Forms SA-S-1996G-GRI and state variations

Reduce or eliminate your out-of-pocket exposure for accident-related injuries for additional premium. Supplemental Accident benefit pays for treatment of an unexpected injury within 90 days of an accident. The benefit maximum amount (\$2,500, \$5,000, \$7,500, \$10,000 or \$15,000) is per accident, per covered person.

Coordination of Benefits (including Medicare)

If after coverage is issued, a covered person becomes insured under another health plan or Medicare, benefits will be determined under the Coordination of Benefits (COB) clause.

COB allows two or more plans to work together so the total amount of all benefits is never more than 100% of covered expenses. COB also takes into account medical coverage under auto insurance contracts. To determine which plan is primary, refer to “order of benefits” in the certificate.

Dependents

For purposes of this coverage, eligible dependents are your lawful spouse and eligible children. Eligible children must be unmarried and under 26 years of age at time of Application, or as defined by state.

Effective Date

Expenses for injuries and illnesses are eligible for coverage as of your plan’s effective date.

Your certificate will take effect on the later of:

- The requested effective date on your application; or
- The day after the date received by GRIC,* but only if the following conditions are satisfied:
 - A. Your application and the appropriate premium payment are actually received by us within 15 days of your signing;**
 - B. Your application is properly completed and unaltered;
 - C. Your application is approved after review by GRIC.
 - D. You are a resident of a state in which the certificate form can be issued; and
 - E. If the application is submitted by an agent or broker, the agent or broker is properly licensed and appointed to submit applications to GRIC.

Eligibility

At time of application, the primary insured must be a minimum of 19 years of age.

Eligible Expense

An eligible expense means a covered expense as follows:

- **For Network Providers:** The contracted fee for the provider.
- **For Non-Network Providers:** As defined in the certificate.

* If mailed and not postmarked by the U.S. Postal Service or if the postmark is not legible, the effective date will be the later of: (1) the date you requested; or (2) the day after the date received by GRIC. If the application is sent by any electronic means including fax, your coverage will take effect on the later of: (1) the requested effective date; or (2) the day after the date received by GRIC.

** Your account will be immediately charged.

Plan Provisions continued

(insurance plans)

Emergency

“Emergency” means a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, who possesses an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in:

- Placing the health of the covered person (or unborn child) in serious jeopardy;
- Serious impairment to bodily functions; or
- Serious dysfunction of any bodily organ or part.

No Non-Network Benefits

- **These plans only pay benefits for eligible expenses from a network provider.** Visit UHOne.com to search for providers. (No benefits are payable for non-emergency care from a non-network provider).
- Emergency treatment from a non-network provider will be treated as a network eligible service. This means you will owe the difference between what the non-network provider bills and what we pay for a network eligible expense.

Non-Renewable

Your Short Term Medical policy/certificate is not renewable and is issued for a specific period of time. We may cancel coverage if there is fraud or material misrepresentation made by or with the knowledge of a covered person in filing a claim for benefits. Coverage will remain in force until the termination date shown in your policy/certificate, unless the policy/certificate terminates earlier for any reason stated in the Termination section.

Rating Factors

The chosen plan design, gender, issue age, tobacco use, area of residence, effective date of coverage, number of insureds covered under the product, coverage term and election of optional benefits are some of the factors used in determining your premium rates. Any coverage period during the term that is less than a full month will be prorated.

Termination

The certificate will terminate on the earliest of:

- The primary insured’s death. If the certificate includes dependents, it may be continued after the primary insured’s death by a spouse, if a covered person; otherwise, by the youngest child who is a covered person.
- Nonpayment of premiums when due.
- The termination date shown on the Data Page of the certificate.
- The last day for which premium has been paid, following your request to terminate the certificate.
- The end of the premium period on or after the primary insured’s 65th birthday, if the primary insured is the only person on the plan.



State Variations

(insurance plans)

Please see state availability and applicable state-specific benefits, exclusions and limitations.

Florida

Certificate Form C-020.1HSD with FL Endorsement MGRENDFL-ST4

- Plan duration: 1 to 12 months (less one day).
- An eligible child may remain a covered person through age 30.
- A newborn child will be covered from the time of birth for loss due to injury and illness, including complications of birth, premature birth and congenital birth defects.
Covered expenses include:
 - Up to a maximum of \$1,000 for charges incurred for medically necessary transportation of newborn to and from nearest available facility appropriately staffed and equipped to treat the newborn's condition.
 - Newborn hearing screenings provided by a licensed audiologist to any covered person eligible by reason of age, in accordance with Florida law. Newborn hearing screenings are exempt from deductible.
- Covered expenses are expanded to include:
 - General anesthesia and services incurred at hospital or outpatient surgical facility for treatment of necessary dental care for a covered person who: is an eligible child less than 8 years of age and is determined by licensed dentist and the child's doctor to require necessary dental care due to a significantly complex dental condition or a developmental disability which has caused treatment in a dental office to be ineffective; or has one or more medical conditions that would create significant or undue medical risk if the necessary dental care was provided somewhere other than a hospital or outpatient surgical facility.
 - Coverage of mastectomy including: medically necessary inpatient hospital coverage; medically necessary outpatient post-surgical follow up care; and coverage for prosthetic devices and medically necessary breast reconstructive surgery.
 - Child supervision services, exempt from deductible if they are: provided during periodic intervals consistent with recommendations for preventive pediatric health care of the American Academy of Pediatrics; and limited to the services of one provider for all services provided at each visit.
 - Services and treatment prescribed by attending doctor as medically necessary to the treatment of cleft lip or palate for a covered child under age 18.
 - Medically necessary diagnosis and treatment of osteoporosis for high-risk individuals as defined in certificate.

- Diagnostic or surgical procedures involving bones or joints of the jaw and facial region medically necessary to treat conditions caused by congenital or developmental deformity, disease or injury.
- Mammography services limited to:
 - > One or more mammograms each year for covered female at risk for breast cancer based on doctor's recommendation;
 - > One baseline mammogram for a covered female age 35 to 39 not at risk for breast cancer;
 - > One mammogram for covered female age 40 to 49, not at risk for breast cancer: every 2 years, or more frequently based on doctor's recommendation; or more frequently than every 2 years if covered female obtains a mammogram in office, facility or health testing service that uses radiological equipment registered with the Department of Health and Rehabilitative services for breast cancer screening; and
 - > One mammogram each year for covered female age 50 not at risk for breast cancer.
- Routine follow-up care to determine whether a breast cancer has recurred in a person who has been previously determined to be free of breast cancer does not constitute medical advice, diagnosis, care or treatment for purposes of determining preexisting conditions unless evidence of breast cancer is found during or as a result of the follow-up care.

Michigan

Certificate Form GRI-STAG20-C-E-HS-D-21

- Plan duration: 1 to 6 months.
- The exclusions for the following do not apply:
 - As a result of intentionally self-inflicted bodily harm
 - As a result of the covered person taking part in a riot.
- No benefits will be paid for any illness or injury incurred as a result of the covered person committing or attempting to commit a misdemeanor or felony, whether or not charged, or to which a contributing cause was the covered person's being engaged in an illegal occupation or other willful criminal activity.
- The exclusion for modification of the physical body in order to improve the psychological, mental or emotional well-being of the covered person does not apply if it is for medically necessary treatment of gender dysphoria.

State Variations continued

(insurance plans)

Please see state availability and applicable state-specific benefits, exclusions and limitations.

Mississippi

Certificate Form GRI-STAG20-C-E-HS-D-23

- Plan duration: 1 to 12 months (less one day).
- “Preexisting condition” means an injury or illness for which medical advice, diagnosis, care or treatment was recommended to or received by a covered person within the 6 months immediately preceding the applicable effective date the covered person became insured under the policy; or which, in the opinion of a qualified doctor: probably began prior to the applicable effective date the covered person became insured under the policy; and manifested symptoms which would cause an ordinarily prudent person to seek diagnosis or treatment within the 6 months immediately preceding the applicable effective date the covered person became insured under the policy.
- Covered expenses are expanded to include:
 - General anesthesia and associated facility fees incurred in conjunction with dental care (regardless of whether the dental care itself is covered) for covered person when the mental or physical condition of the child or mentally handicapped adult requires dental treatment to be rendered under physician-supervised general anesthesia in a hospital setting, outpatient surgical facility, or dental office. Covered expenses do not include treatment rendered for temporomandibular joint (TMJ) disorders.
 - An annual screening by low-dose mammography for the presence of occult breast cancer for covered persons thirty-five (35) years of age or older.
- The exclusion for or related to surrogate parenting does not apply.

Nebraska

Certificate Form GRI-STAG20-C-E-HS-D-26

- Plan duration: 1 to 12 months (not to exceed 364 days).
- “Eligible child” is expanded to include: a child that remains chiefly dependent on you or your spouse for support and maintenance due to mental or physical disability. The disabled child’s coverage will not terminate due to age. The dependent may remain covered for the duration of the policy term.

- The covered expenses for screening coverage for a colorectal cancer examination and laboratory tests for colorectal cancer applies to a nonsymptomatic covered person 50 years or older and includes a maximum of: one screening fecal occult blood test annually and a flexible sigmoidoscopy every five years; a colonoscopy every ten years; or a barium enema every five to ten years; or any combination or the most reliable, medically recognized screening test available when deemed appropriate by the covered person’s medical practitioner.
- Covered expenses are expanded to include:
 - Up to \$2,500 for medically necessary surgical and non-surgical treatment of temporomandibular joint disorders and craniomandibular disorders.
 - The reasonable cost of general anesthesia and facility charges incurred at a hospital or ambulatory surgical center for dental care (but not the dental care itself) for covered persons: age eight (8) or under; or for whom general anesthesia for dental care is required due to developmental disability.
 - Up to \$3000 for medically necessary hearing aids for an eligible child under the age of 19, for each ear affected by a hearing impairment. Covered expenses shall include the following items and services for a hearing aid:
 - > A hearing aid purchased from a licensed audiologist with the medical clearance from an otolaryngologist and costs related for dispensing.
 - > Evaluation for, fitting, and programming. Probe microphone measurements for verification of that hearing aid gain and output meet the prescribed targets.
 - > Repairs, follow-up adjustments, servicing, and maintenance.
 - > Ear mold impressions.
 - > Ear molds.
 - > Auditory rehabilitation and training.
 - > Replacement of a hearing aid and the associated services within 3 months of the dispensing date if the hearing aid gain and output fail to meet prescribed target or it is unable to be repaired or adjusted.

State Variations continued

(insurance plans)

Please see state availability and applicable state-specific benefits, exclusions and limitations.

Tennessee

Certificate Form GRI-STAG20-C-E-HS-D-41

- Plan duration: 1 to 12 months (less one day).
- If emergency services are provided at a network facility by a non-network facility-based physician because we do not have a network physician at that facility, the non-network facility-based physician's charges will be covered as if the services were provided by a network physician. "Emergency services" means, with respect to an emergency medical condition, health care items and services furnished in a hospital which are required to determine, evaluate and/or treat an emergency medical condition, until the condition is stabilized, as directed or ordered by a doctor or directed by hospital protocol.
- The covered expense for diabetes self-management training and education, when medically necessary, is limited to visits which are certified by a physician to be: medically necessary upon the diagnosis of diabetes; medically necessary because of a significant change in the covered person's symptoms or condition which necessitates changes in the covered person's self-management; and medically necessary for reeducation or refresher training.
- Covered expenses are expanded to include:
 - Up to a \$1,000 per ear per policy term for hearing aids for covered persons under 18 years of age.
 - Surgical and non-surgical treatment for disorders of the temporomandibular joint (TMJ). Non-surgical treatment shall be limited to diagnosis and management of TMJ categorized as Phase I treatment under guidelines adopted by the American Dental Association that require the written prescription of a doctor or dentist, including soft diet, thermal agents, temporary splints, and voluntary self-disengagement of the teeth. Surgical expenses incurred from a dentist shall be considered covered expenses only when the services provided would fall within the scope of a licensed physician. Covered expenses for the treatment of TMJ shall include outpatient prescription drugs to the same extent covered under the policy/certificate for other illnesses in general.

- Covered expenses are expanded to include:
 - Hospital expenses and the cost of general anesthesia associated with any inpatient/outpatient hospital dental procedure when the procedure is performed on a covered person 8 years of age and younger and cannot safely be performed in a dental office.
- The exclusion for charges that would not have been charged if you did not have insurance does not apply if the billed charges are from a non-governmental charitable research hospital that does not enforce by judicial proceedings collection from individual patients in the absence of insurance coverage.
- The exclusion for fetal reduction surgery or abortion does not apply if the life of mother would be endangered or if the fetus is not viable.
- The exclusion for surrogate parenting does not apply if it is for complications of pregnancy and the person is not being reimbursed by another party as a part of a surrogacy agreement.
- The exclusion does not apply for charges of a service for which a non-network provider waives, does not pursue, or fails to collect any applicable copayment amount, deductible amount or coinsurance percentage owed.

Texas

Certificate Form GRI-STAG20-C-E-HS-D-42

- Plan duration: 1 to 12 months (less one day; not to exceed 364 days).
- "Eligible child" is expanded to include: a stepchild; a child that you or your spouse are seeking to adopt through court legal proceedings; a child entitled, by virtue of a court order, to have coverage provided by you or your spouse; or your grandchild who is considered your dependent for federal income tax purposes at the time application for coverage is made. A child that is unmarried and remains chiefly dependent on you or your spouse for support and maintenance due to mental or physical disability will be considered an eligible child under the policy/certificate regardless of age. The disabled child's coverage will not terminate due to age. The dependent may remain covered for the duration of the policy term.

State Variations continued

(insurance plans)

Please see state availability and applicable state-specific benefits, exclusions and limitations.

Texas, continued

- “Preexisting condition” means an injury or illness for which the covered person received medical advice or treatment within the 12 months immediately preceding the applicable effective date the covered person became insured under the policy.
- “Emergency” means a medical condition of a recent onset and severity, including but not limited to severe pain, that would lead a prudent layperson possessing an average knowledge of medicine and health to believe that the person’s condition, sickness, or injury is of such a nature that failure to get immediate medical care could result in:
 - Placing the patient’s health in serious jeopardy;
 - Serious impairment to bodily functions;
 - Serious dysfunction of any bodily organ or part; or
 - Serious disfigurement; or
 - In the case of a pregnant woman, serious jeopardy to the health of the fetus.
- Covered expenses for diabetes and diabetes self-management training are expanded. The limit of one training program per covered person, per lifetime does not apply. See certificate for full details.
- Covered expenses for reconstructive craniofacial surgery are expanded to include services to attempt to create a normal appearance of a craniofacial abnormality of a dependent less than 18 years of age which was caused by congenital defects, developmental abnormalities, trauma, tumors, infection, or disease.
- Outpatient Catastrophic medical expenses for prosthetics include:
 - Artificial eyes or larynx
 - The most appropriate model of prosthetic device or orthotic device that adequately meets the medical needs of the covered person, as recommended by the covered person’s physician, podiatrist, prosthetist or orthotist, including:
 - > Professional services related to the fitting and use of the device.
 - > Repair and replacement of the device unless necessitated by the misuse or loss of the device by the covered person.
- Covered expenses for autism spectrum disorders include:
 - Screening for autism spectrum disorders for an eligible child at 18 and 24 months of age.
 - Generally recognized services prescribed for the diagnosis and treatment of autism spectrum disorder for covered persons, including: evidence-based treatments; evaluation and assessment services; applied behavior analysis; behavior training and behavior management; speech therapy; occupational therapy; physical therapy; and medications or nutritional supplements used to address symptoms of autism spectrum disorder. For covered persons 10 years of age or older, outpatient applied behavior analysis for the treatment of autism spectrum disorders shall be limited to a maximum of \$50,000 per policy term.
- Covered expenses are expanded to include:
 - Medically necessary amino acid modified preparations, low protein modified food products, and any other special dietary products and formulas prescribed by a doctor for the therapeutic treatment of phenylketonuria (PKU), galactosemia, organic acidemias and disorders of amino acid metabolism.
 - Medically necessary hearing aids or cochlear implants for a covered eligible child up to age 18 years. This benefit includes the following:
 - > Fitting and dispensing services and the provision of ear molds as necessary to maintain optimal fit of hearing aids;
 - > Any treatment related to hearing aids and cochlear implants, including coverage for habilitation and rehabilitation as necessary for education gain.Covered expenses are limited to one hearing aid in each ear every three years; and one cochlear implant in each ear with internal replacement as audiologically or medically necessary.
 - Child immunizations, exempt from deductible, copay, and coinsurance.
 - One screening test for hearing loss administered within the first 30 days after birth, and related necessary diagnostic follow-up care during the first 24 months after birth. Charges incurred for the screening test and follow-up care shall be exempt from the deductible amount.
 - Diagnostic and surgical treatment of temporomandibular joint disorders and craniomandibular joint disorders.
 - Medically accepted bone mass measurement for the detection of low bone mass and to determine the risk of osteoporosis and fractures associated with osteoporosis for a covered person who is:
 - > A postmenopausal woman who is not receiving estrogen replacement therapy;
 - > An individual with vertebral abnormalities, primary hyperparathyroidism, or a history of bone fractures; or
 - > An individual who is receiving long-term glucocorticoid therapy, or being monitored to assess the response to or efficacy of an approved osteoporosis drug therapy.

State Variations continued

(insurance plans)

Please see state availability and applicable state-specific benefits, exclusions and limitations.

Texas, continued

- Covered expenses are expanded to include: (continued)
 - Charges incurred for cognitive rehabilitation therapy, cognitive communication therapy, neurocognitive therapy and rehabilitation, neurobehavioral, neurophysiological, neuropsychological, and psychophysiological testing or treatment, neurofeedback therapy, remediation, post-acute transition services, or community reintegration services necessary as a result of and related to an acquired brain injury.
 - Routine patient care costs for services, items or drugs provided in connection with a Phase I, II, III or IV clinical trial if the clinical trial is conducted in relation to the prevention, detection or treatment of a life-threatening disease or condition and is approved by:
 - > The Centers for Disease Control and Prevention;
 - > The National Institutes of Health;
 - > The United States Food and Drug Administration (USFDA);
 - > The United States Department of Defense;
 - > The United States Department of Veterans Affairs; or
 - > An institutional review board of an institution in the state of Texas that has an agreement with the Office for Human Research Protections of the United States Department of Health and Human Services.
 - Diagnosis and treatment of mental disorders, substance-related and addictive disorders the same as any other illness, including services received in: a psychiatric day treatment facility; a residential treatment center for children or adolescents; a crisis stabilization unit; and a chemical dependency treatment center.
- In regards to limits on covered expenses for listed transplants, if a designated Center of Excellence is not used, covered expenses for a listed transplant will be reduced by 25% after application of any deductible, coinsurance, or copay.

Wisconsin

Certificate Form GRI-STAG20-C-E-D-48

- Plan duration: 1 to 12 months (less one day, not to exceed 364 days).
- An adult eligible child may be added as a covered person if:
 - You apply in writing for insurance on the dependent;
 - You pay the required premiums;
 - You furnish a complete health history, at no cost to us; and
 - You furnish proof that the child is an adult eligible child.

- Covered expenses for diabetes and diabetes self-management training are expanded. The limit of one training program per covered person, per lifetime does not apply. Equipment, supplies, and services for diagnosis and treatment of diabetes include:
 - Necessary medical supplies for the treatment of diabetes;
 - Charges for installation and use of one insulin infusion pump per calendar year, providing that the device has been used by the covered person for at least thirty days prior to purchase.
 - Insulin and any other prescription medication.
 - Diabetic self-management education programs.
- Covered expenses for diagnosis of and treatment for autism spectrum disorders are expanded to include:
 - Evidence-based behavioral intensive-level services, the majority of which is to be provided when the parent or legal guardian is present and engaged, for the treatment of autism spectrum disorders for covered persons based on a treatment plan developed by a qualified provider that includes at least 20 hours per week over a six-month period of time of evidence-based behavioral intensive therapy, treatment, and services with specific cognitive, social, communicative, self-care, or behavioral goals that are clearly defined, directly observed and continually measured and that address the characteristics of autism spectrum disorder when such treatment is ordered by a doctor and provided by a doctor or medical practitioner.
 - Nonintensive-level service
- Home health aide services covered in the event of Life-Threatening Cancer must be certified by a doctor as defined in the certificate. Home health aide services will be limited to 40 home health care visits in a 12-month period. (Each visit by an authorized representative of a home health care agency will be deemed a separate home health care visit, except that each four-hour period of home health aide services during a single visit will be counted as one home health care visit. If the length of a visit for home health aide services is longer than four hours, but not evenly divisible by four, the remaining period will also be counted as one home health care visit). The maximum weekly benefit for home health care will be limited to the reasonable and customary charge for weekly care in an extended care facility.

State Variations continued

(insurance plans)

Please see state availability and applicable state-specific benefits, exclusions and limitations.

Wisconsin, continued

- Covered expenses are expanded to include:
 - Diagnosis and treatment of mental disorders, including:
 - > Substance-related and addictive disorders.
 - > Outpatient charges incurred by a collateral at any of the following for the purpose of enhancing the covered person’s treatment: a program in an outpatient treatment facility; a licensed physician who has completed a residency in psychiatry; a psychologist; or a licensed mental health professional practicing within the scope of his or her license.
 - > Charges incurred by a covered person in a transitional treatment arrangement offered by a provider or program certified by the Department of Health and Family Services or provided in accordance with criteria of the American Society of Addiction Medicine.

If a dependent student incurs expenses for treatment of a mental disorder, including substance-related and addictive disorders, at a non-network provider located in Wisconsin and in reasonably close proximity to the dependent student’s vocational school, college, or university, those expenses will be treated the same as if they were incurred at a network provider.

- Diagnostic procedures and medically necessary surgical or non-surgical treatment for the correction of temporomandibular disorders if all of the following apply:
 - > The condition is caused by congenital, developmental or acquired deformity, disease or injury.
 - > Under accepted standards of the profession of the provider rendering the service, the procedure or device is reasonable and appropriate for the diagnosis or treatment of the condition.
 - > The purpose of the procedure or device is to control or eliminate infection, pain, disease or dysfunction.

Benefits for non-surgical treatment of temporomandibular disorders are limited to \$1250 per policy term for each covered person and do not include coverage for cosmetic or elective orthodontic care, periodontic care or general dental care.

- Services, items or drugs for the treatment of cancer which are administered under a clinical trial as defined in the certificate.

- Charges made by a hospital or ambulatory surgical center for general anesthesia and dental care provided to a covered person who: is under age 5; has a chronic disability; or has a medical condition that requires hospitalization or general anesthesia for dental care.
- Charges for blood lead tests provided to an eligible child under age 6 years to screen for lead poisoning.
- One routine mammography exam during the policy term for each female covered person age 45 and older.
- Second opinions from another practitioner.
- Kidney disease treatment limited to dialysis, transplantation and donor-related services. The maximum benefit shall be limited to \$30,000 per covered person annually.
- The exclusion for modification of the physical body in order to improve the psychological, mental or emotional well-being of the covered person does not apply if it is for medically necessary treatment of gender dysphoria.

Who we are

Golden Rule Insurance Company, a UnitedHealthcare company, is the underwriter of plans featured in this brochure. We have been serving the specific needs of individuals and families buying their own coverage for over 75 years. Plans are administered by United Healthcare Services, Inc.

Golden Rule Insurance Company is rated “A+” (Superior) by A.M. Best.* This worldwide independent organization examines insurance companies and other businesses, and publishes its opinion about them. This rating is an indication of our financial strength and stability.

Our plans offer easy-to-understand health insurance designed for individuals and families in times of transition and change. Plans only available to members of FACT, the Federation of American Consumers and Travelers. If you're not already a member, you can enroll with your Short Term Medical application to be eligible to apply for these plans.

What is FACT?

FACT is an independent consumer association whose members benefit from the “pooling” of resources. Benefits range from medical savings to consumer service discounts. FACT’s principal office is in Jonesboro, Arkansas. FACT and Golden Rule Insurance Company are separate organizations. Neither is responsible for the performance of the other. FACT has contracted with Golden Rule Insurance Company to provide its members with access to these health insurance plans. FACT does not receive any compensation from Golden Rule Insurance Company.

Is there a cost for joining FACT?

Yes, there are membership dues and they can be paid with your regular health insurance premium, as opposed to making a separate payment.

What are the basic FACT membership benefits?

FACT makes it easy for members to choose from a full menu of important benefits, including:

- Accidental Death Benefit
- In-Hospital Benefit, Ambulance Reimbursement, and Medical Evacuation
- Telemedicine Access
- Dental, Vision, Hearing Aid, and Prescription Discounts
- ID Theft and Cyber Protection
- Travel Discounts
- Online Health, Wellness, and Fitness Classes
- Pet Coverage
- Scholarships and Community Grants
- Disaster Aid and Small Business Recovery Program

As a member of FACT, your information is kept private. Please visit the FACT website, www.usafact.org/privacy-policy, for a complete FACT Privacy Statement.

FACT may change or discontinue any of its membership benefits at any time. For the most current information, including full detailed lists of member benefits, visit FACT’s website at www.usafact.org or call toll-free at (800) USA-FACT.

* As of 12/9/21. For the latest rating, access www.ambest.com.
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HEALTH PLAN NOTICES OF PRIVACY PRACTICES

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

MEDICAL INFORMATION PRIVACY NOTICE (Effective January 1, 2019)

We (including our affiliates listed at the end of this notice) are required by law to protect the privacy of your health information. We are also required to send you this notice, which explains how we may use information about you and when we can give out or “disclose” that information to others. You also have rights regarding your health information that are described in this notice. We are required by law to abide by the terms of this notice.

The terms “information” or “health information” in this notice include any information we maintain that reasonably can be used to identify you and that relates to your physical or mental health condition, the provision of health care to you, or the payment for such health care. We will comply with the requirements of applicable privacy laws related to notifying you in the event of a breach of your health information.

We have the right to change our privacy practices and the terms of this notice. If we make a material change to our privacy practices, we will provide to you in our next annual distribution, either a revised notice or information about the material change or how to obtain a revised notice. We will provide this information either by direct mail or electronically in accordance with applicable law. In all cases, we will post the revised notice on our websites, such as www.uhone.com, www.myuhone.com, www.uhone4me.com, www.myallsavers.com, or www.myallsaversconnect.com. We reserve the right to make any revised or changed notice effective for information we already have and for information that we receive in the future.

We collect and maintain oral, written and electronic information to administer our business and to provide products, services and information of importance to our customers. We maintain physical, electronic and procedural security safeguards in the handling and maintenance of our enrollees’ information, in accordance with applicable state and Federal standards, to protect against risks such as loss, destruction or misuse.

How We Use or Disclose Information. We must use and disclose your health information to provide information:

- To you or someone who has the legal right to act for you (your personal representative) in order to administer your rights as described in this notice; and
- To the Secretary of the Department of Health and Human Services, if necessary, to make sure your privacy is protected.

We have the right to use and disclose health information for your treatment, to pay for your health care and operate our business. For example, we may use or disclose your health information:

- **For Payment** of premiums due us, to determine your coverage and to process claims for health care services you receive including for subrogation or coordination of other benefits you may have. For example, we may tell a doctor whether you are eligible for coverage and what percentage of the bill may be covered.
- **For Treatment.** We may use or disclose health information to aid in your treatment or the coordination of your care. For example, we may disclose information to your physicians or hospitals to help them provide medical care to you.

- **For Health Care Operations.** We may use or disclose health information as necessary to operate and manage our business activities related to providing and managing your health care coverage. For example, we might conduct or arrange for medical review, legal services, and auditing functions, including fraud and abuse detection or compliance programs. We may also de-identify health information in accordance with applicable laws. After that information is de-identified, the information is no longer subject to this notice and we may use the information for any lawful purpose.

- **To Provide Information on Health Related Programs or Products** such as alternative medical treatments and programs or about health-related products and services.

- **To Plan Sponsors.** If your coverage is through an employer group health plan, we may share summary health information and enrollment and disenrollment information with the plan sponsor. In addition, we may share other health information with the plan sponsor for plan administration if the plan sponsor agrees to special restrictions on its use and disclosure of the information in accordance with Federal law.

- **For Underwriting Purposes.** We may use or disclose your health information for underwriting purposes; however, we will not use or disclose your genetic information for such purposes.

- **For Reminders.** We may use or disclose health information to contact you for appointment reminders with providers who provide medical care to you.

We may use or disclose your health information for the following purposes under limited circumstances:

- **As Required by Law.** We may disclose information when required to do so by law.

- **To Persons Involved With Your Care.** We may use or disclose your health information to a person involved in your care, such as a family member, when you are incapacitated or in an emergency, or when you agree or fail to object when given the opportunity. If you are unavailable or unable to object we will use our best judgment to decide if the disclosure is in your best interests. Special rules apply regarding when we may disclose health information to family members and others involved in a deceased individual’s care. We may disclose health information to any persons involved, prior to the death, in the care or payment for care of a deceased individual, unless we are aware that doing so would be inconsistent with a preference previously expressed by the deceased.

- **For Public Health Activities** such as reporting disease outbreaks to a public health authority.

- **For Reporting Victims of Abuse, Neglect or Domestic Violence** to government authorities, including a social service or protective service agency.

- **For Health Oversight Activities** such as licensure, governmental audits and fraud and abuse investigations.

- **For Judicial or Administrative Proceedings** such as in response to a court order, search warrant or subpoena.

- **For Law Enforcement Purposes** such as providing limited information to locate a missing person or report a crime.

- **To Avoid a Serious Threat to Health or Safety** by, for example, disclosing information to public health agencies or law enforcement authorities, or in the event of an emergency or natural disaster.

- **For Specialized Government Functions** such as military and veteran activities, national security and intelligence activities, and the protective services for the President and others.
- **For Workers' Compensation** including disclosures required by state workers' compensation laws that govern job-related injury or illness.
- **For Research Purposes** such as research related to the prevention of disease or disability, if the research study meets Federal privacy law requirements.
- **To Provide Information Regarding Decedents.** We may disclose information to a coroner or medical examiner to identify a deceased person, determine a cause of death, or as authorized by law. We may also disclose information to funeral directors as necessary to carry out their duties.
- **For Organ Procurement Purposes.** We may use or disclose information to entities that handle procurement, banking or transplantation of organs, eyes or tissue to facilitate donation and transplantation.
- **To Correctional Institutions or Law Enforcement Officials** if you are an inmate of a correctional institution or under the custody of a law enforcement official, but only if necessary (1) for the institution to provide you with health care; (2) to protect your health and safety or the health and safety of others; or (3) for the safety and security of the correctional institution.
- **To Business Associates** that perform functions on our behalf or provide us with services if the information is necessary for such functions or services. Our business associates are required, under contract with us and pursuant to Federal law, to protect the privacy of your information and are not allowed to use or disclose any information other than as specified in our contract and as permitted by Federal law.
- **Additional Restrictions on Use and Disclosure.** Certain Federal and state laws may require special privacy protections that restrict the use and disclosure of certain health information, including highly confidential information about you. Such laws may protect the following types of information: Alcohol and Substance Abuse, Biometric Information, Child or Adult Abuse or Neglect, including Sexual Assault, Communicable Diseases, Genetic Information, HIV/AIDS, Mental Health, Minors' Information, Prescriptions, Reproductive Health, and Sexually Transmitted Diseases.

If a use or disclosure of health information described above in this notice is prohibited or materially limited by other laws that apply to us, it is our intent to meet the requirements of the more stringent law.

Except for uses and disclosures described and limited as set forth in this notice, we will use and disclose your health information only with a written authorization from you. This includes, except for limited circumstances allowed by Federal privacy law, not using or disclosing psychotherapy notes about you, selling your health information to others or using or disclosing your health information for certain promotional communications that are prohibited marketing communications under Federal law, without your written authorization. Once you give us authorization to release your health information, we

cannot guarantee that the person to whom the information is provided will not disclose the information. You may take back or "revoke" your written authorization, except if we have already acted based on your authorization. To revoke an authorization, call the phone number listed on your health plan ID card.

What Are Your Rights. The following are your rights with respect to your health information.

- **You have the right to ask to restrict** uses or disclosures of your information for treatment, payment, or health care operations. You also have the right to ask to restrict disclosures to family members or to others who are involved in your health care or payment for your health care. We may also have policies on dependent access that may authorize certain restrictions. **Please note that while we will try to honor your request and will permit requests consistent with our policies, we are not required to agree to any restriction.**
- **You have the right to ask to receive confidential communications** of information in a different manner or at a different place (for example, by sending information to a PO Box instead of your home address). We will accommodate reasonable requests where a disclosure of all or part of your health information otherwise could endanger you. In certain circumstances, we will accept verbal requests to receive confidential communications; however, we may also require you to confirm your request in writing. In addition, any request to modify or cancel a previous confidential communication request must be made in writing. Mail your request to the address listed below.
- **You have the right to see and obtain a copy** of health information that we maintain about you such as claims and case or medical management records. If we maintain your health information electronically, you will have the right to request that we send a copy of your health information in an electronic format to you. You can also request that we provide a copy of your information to a third party that you identify. In some cases you may receive a summary of this health information. You must make a written request to inspect and copy your health information or have it sent to a third party. Mail your request to the address listed below. In certain limited circumstances, we may deny your request to inspect and copy your health information. If we deny your request, you may have the right to have the denial reviewed. We may charge a reasonable fee for any copies.
- **You have the right to ask to amend information** we maintain about you such as claims and case or medical management records, if you believe the health information about you is wrong or incomplete. Your request must be in writing and provide the reasons for the requested amendment. Mail your request to the address listed below. If we deny your request, you may have a statement of your disagreement added to your health information.
- **You have the right to receive an accounting** of certain disclosures of your information made by us during the six years prior to your request. This accounting will not include disclosures of information: (i) for treatment, payment, and health care operations purposes; (ii) to you or pursuant to your authorization; and (iii) to correctional institutions or law enforcement officials; and (iv) other disclosures for which Federal law does not require us to provide an accounting.

• **You have the right to a paper copy of this notice.** You may ask for a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice. In addition, you may obtain a copy of this notice at our websites such as www.uhone.com, www.myuhone.com, www.uhone4me.com, www.myallsavers.com, or www.myallsaversconnect.com.

• **You have the right to be considered a protected person.** (New Mexico only)

A “protected person” is a victim of domestic abuse who also is either: (i) an applicant for insurance with us; (ii) a person who is or may be covered by our insurance; or (iii) someone who has a claim for benefits under our insurance.

Exercising Your Rights

• **Contacting your Health Plan.** If you have any questions about this notice or want to exercise any of your rights, you may contact a UnitedHealthOne Customer Call Center Representative. For Golden Rule members call us at 800-657-8205 (TTY 711). For All Savers members, call us at 1-800-291-2634 (TTY 711).

• **Filing a Complaint.** If you believe your privacy rights have been violated, you may file a complaint with us at the address listed below.

• **Submitting a Written Request.** Mail to us your written requests to exercise any of your rights, including modifying or cancelling a confidential communication, requesting copies of your records, or requesting amendments to your record at the following address:

• Privacy Office, 7440 Woodland Drive, Indianapolis, IN 46278-1719

• **You may also notify the Secretary of the U.S. Department of Health and Human Services of your complaint.** We will not take any action against you for filing a complaint.

Fair Credit Reporting Act Notice. In some cases, we may ask a consumer-reporting agency to compile a consumer report, including potentially an investigative consumer report, about you. If we request an investigative consumer report, we will notify you promptly with the name and address of the agency that will furnish the report. You may request in writing to be interviewed as part of the investigation. The agency may retain a copy of the report. The agency may disclose it to other persons as allowed by the Federal Fair Credit Reporting Act.

We may disclose information solely about our transactions or experiences with you to our affiliates.

MIB. In conjunction with our membership in MIB, Inc., formerly known as Medical Information Bureau (MIB), we or our reinsurers may make a report of your personal information to MIB. MIB is a not-for-profit organization of life and health insurance companies that operates an information exchange on behalf of its members. If you submit an application or claim for benefits to another MIB member company for life or health insurance coverage, the MIB, upon request, will supply such company with information regarding you that it has in its file.

If you question the accuracy of information in the MIB’s file, you may seek a correction in accordance with the procedures set forth in the Federal Fair Credit Reporting Act. Contact MIB at: MIB, Inc., 50 Braintree Hill Park Ste. 400, Braintree, MA 02184-8734, 1-866-692-6901, www.mib.com.

FINANCIAL INFORMATION PRIVACY NOTICE (Effective January 1, 2019)

We (including our affiliates listed at the end of this notice) are committed to maintaining the confidentiality of your personal financial information. For the purposes of this notice, “personal financial information” means information, other than health information, about an insured or an applicant for coverage that identifies the individual, is not generally publicly available and is collected from the individual or is obtained in connection with providing coverage to the individual.

Information We Collect. Depending upon the product or service you have with us, we may collect personal financial information about you from the following sources:

- Information we receive from you on applications or other forms, such as name, address, age, medical information and Social Security number;
- Information about your transactions with us, our affiliates or others, such as premium payment and claims history; and
- Information from a consumer reporting agency.

Disclosure of Information. We do not disclose personal financial information about our insureds or former insureds to any third party, except as required or permitted by law. For example, in the course of our general business practices, we may, as permitted by law, disclose any of the personal financial information that we collect about you, without your authorization, to the following types of institutions:

- To our corporate affiliates, which include financial service providers, such as other insurers, and non-financial companies, such as data processors;
- To nonaffiliated companies for our everyday business purposes, such as to process your transactions, maintain your account(s), or respond to court orders and legal investigations; and
- To nonaffiliated companies that perform services for us, including sending promotional communications on our behalf.

We restrict access to personal financial information about you to employees, affiliates and service providers who are involved in administering your health care coverage or providing services to you. We maintain physical, electronic and procedural safeguards that comply with Federal standards to guard your personal financial information.

Confidentiality and Security. We maintain physical, electronic and procedural safeguards, in accordance with applicable state and Federal standards, to protect your personal financial information against risks such as loss, destruction or misuse. These measures include computer safeguards, secured files and buildings, and restrictions on who may access your personal financial information.

Questions About this Notice. If you have any questions about this notice, you may contact a UnitedHealthOne Customer Call Center Representative. For Golden Rule members call us at 1-800-657-8205 (TTY 711). For All Savers members, call us at 1-800-291-2634 (TTY 711). The Notice of Privacy Practices, effective January 1, 2019, is provided on behalf of All Savers Insurance Company; All Savers Life Insurance Company of California; Golden Rule Insurance Company; Oxford Health Insurance, Inc.; UnitedHealthcare Insurance Company; and UnitedHealthcare Life Insurance Company. To obtain an authorization to release your personal information to another party, please go to the appropriate website listed in this Notice.