General policy exclusions

The following are not covered services under your policy:

**Abortion**
Services and supplies provided for an abortion except to prevent the death of the female

**Abortion drugs**
Drugs used for elective termination of pregnancy except to prevent the death of the female

**Acupuncture**
- Acupuncture
- Acupressure

**Behavioral health treatment**
Services for the following based on categories, conditions, or diagnoses, or equivalent terms as listed in the most recent version of the *Diagnostic and Statistical Manual of Mental Disorders* (DSM) of the American Psychiatric Association:
- School and/or education service, including special education, remedial education, wilderness treatment programs, or any such related or similar programs, except for the treatment of autism spectrum disorder
- Services provided in conjunction with school, vocation, work or recreational activities
- Transportation

**Blood, blood plasma, synthetic blood, blood derivatives or substitutes**
Examples of these are:
- The provision of donated blood to the hospital, other than blood derived clotting factors
- Any related services for donated blood including processing, storage or replacement expenses
- The service of blood donors, including yourself, apheresis or plasmapheresis
- The blood you donate for your own use, excluding administration and processing expenses

**Chiropractic care**
- Services beyond the scope of the chiropractor’s license
- Preventive care services
- Service for examination and/or treatment of strictly non-neuromusculoskeletal disorders

**Cosmetic services and plastic surgery**
Any treatment, surgery (cosmetic or plastic), service or supply to alter, improve or enhance the shape or appearance of the body, except where described in the Coverage and exclusions section

**Court-ordered testing**
Court-ordered testing or care unless medically necessary

**Custodial care**
Services and supplies meant to help you with activities of daily living or other personal needs. Examples of these are:

- Routine patient care such as changing dressings, periodic turning and positioning in bed
- Administering oral medications
- Care of stable tracheostomy (including intermittent suctioning)
- Care of a stable colostomy/ileostomy
- Care of stable gastrostomy/jejunostomy/nasogastric tube (intermittent or continuous) feedings
- Care of a bladder catheter, including emptying or changing containers and clamping tubing
- Watching or protecting you
- Respite care, adult or child day care, or convalescent care
- Institutional care, including room and board for rest cures, adult day care and convalescent care
- Help with walking, grooming, bathing, dressing, getting in or out of bed, going to the bathroom, eating, or preparing foods
- Any other services that a person without medical or paramedical training could be trained to perform
- For behavioral health (mental health treatment and substance related disorder treatment):
  - Service provided when you have reached the greatest level of function expected with the current level of care, for a specific diagnosis
  - Services given mainly to:
    - Maintain, not improve, a level of function
    - Provide a place free from conditions that could make your physical or mental state worse

Educational services
Examples of these are:

- Any service or supply for education, training or retraining services or testing. This includes:
  - Special education
  - Remedial education
  - Wilderness treatment programs (whether or not the program is part of a residential treatment facility or otherwise licensed institution)
  - Job training
  - Job hardening programs
- Educational services, schooling or any such related or similar program, including therapeutic programs within a school setting, except for the treatment of autism spectrum disorders.

Examinations
Any health or dental examinations needed:

- Because a third party requires the exam. Examples include examinations to get or keep a job, and examinations required under a labor agreement or other contract.
- To buy insurance or to get or keep a license.
- To travel.
- To go to a school, camp, sporting event, or to join in a sport or other recreational activity.

Experimental or investigational
Experimental or investigational drugs, devices, treatments or procedures unless otherwise covered under clinical trials
Foot care
Services and supplies for:
- The treatment of calluses, bunions, toenails, hammertoes, fallen arches
- The treatment of weak feet, chronic foot pain or conditions caused by routine activities, such as walking, running, working or wearing shoes
- Supplies (including orthopedic shoes), foot orthotics, arch supports, shoe inserts, ankle braces, guards, protectors, creams, ointments and other equipment, devices and supplies

Growth/height care
- A treatment, device, drug, service or supply to increase or decrease height or alter the rate of growth
- Surgical procedures, devices and growth hormones to stimulate growth

Hearing exams
Hearing exams performed for the evaluation and treatment of illness, injury or hearing loss

Maintenance care
Care made up of services and supplies that maintain, rather than improve, a level of physical or mental function, except for habilitation therapy services

Medical supplies – outpatient disposable
Any outpatient disposable supply or device. Examples of these include:
- Sheaths
- Bags
- Elastic garments
- Support hose
- Bandages
- Bedpans
- Home test kits not related to diabetic testing
- Splints
- Neck braces
- Compresses
- Other devices not intended for reuse by another patient

Missed appointments
Any cost resulting from a canceled or missed appointment

Obesity (bariatric) surgery and services
Weight management treatment or drugs intended to decrease or increase body weight, control weight or treat obesity, including morbid obesity except as described in the Coverage and exclusions section, including preventive services for obesity screening and weight management interventions. This is regardless of the existence of other medical conditions. Examples of these are:
- Liposuction, banding, gastric stapling, gastric by-pass and other forms of bariatric surgery
• **Surgical procedures**, medical treatments and weight control/loss programs primarily intended to treat, or are related to the treatment of obesity, including morbid obesity
• Drugs, stimulants, preparations, foods or diet supplements, dietary regimens and supplements, food supplements, appetite suppressants and other medications
• Hypnosis, or other forms of therapy
• Exercise programs, exercise equipment, membership to health or fitness clubs, recreational therapy or other forms of activity or activity enhancement

**Other non-covered services**
• Services you have no legal obligation to pay
• Services that would not otherwise be charged if you did not have the coverage under the policy

**Other primary payer**
Payment for a portion of the charges that Medicare or another party is responsible for as the primary payer

**Personal care, comfort or convenience items**
Any service or supply primarily for your convenience and personal comfort or that of a third party

**Services not permitted by law**
Some laws restrict the range of health care services a provider may perform under certain circumstances or in a particular state. When this happens, the services are not covered by the plan.

**Services provided by a family member**
Services provided by a spouse, civil union partner, domestic partner, parent, child, stepchild, brother, sister, in-law, or any household member

**Services, supplies and drugs received outside of the United States**
Non-emergency medical services, outpatient prescription drugs or supplies received outside of the United States. They are not covered even if they are covered in the United States under this policy.

**Sexual dysfunction and enhancement**
Any treatment, prescription drug, or supply to treat sexual dysfunction, enhance sexual performance or increase sexual desire, including:
• Surgery, prescription drugs, implants, devices or preparations to correct or enhance erectile function, enhance sensitivity or alter the shape of a sex organ
• Sex therapy, sex counseling, marriage counseling, or other counseling or advisory services

**Strength and performance**
Services, devices and supplies such as drugs or preparations designed primarily to enhance your strength, physical condition, endurance or physical performance

**Therapies and tests**
• Full body CT scans
• Hair analysis
• Hypnosis and hypnotherapy
• Massage therapy, except when used for physical therapy treatment
• Sensory or hearing and sound integration therapy

**Tobacco cessation**
Any treatment, drug, service or supply to stop or reduce smoking or the use of other tobacco products or to treat or reduce nicotine addiction, dependence or cravings, including, medications, nicotine patches and gum unless recommended by the USPSTF.
This also includes:
• Counseling, except as specifically provided in the *Coverage and exclusions* section
• Hypnosis and other therapies
• Medications, except as specifically provided in the *Coverage and exclusions* section
• Nicotine patches
• Gum

**Treatment in a federal, state, or governmental entity**
Any care in a hospital or other facility owned or operated by any federal, state or other governmental entity unless coverage is required by applicable laws

**Vision care for adults**
• Routine vision exam provided by an ophthalmologist or optometrist including refraction and glaucoma testing
• Any vision care services and supplies except where described in the *Coverage and exclusions* section

**Voluntary sterilization**
Reversal of voluntary sterilization procedures, including related follow-up care

**Wilderness treatment programs**
See *Educational services* in this section

**Work related illness or injuries**
Coverage available to you under workers’ compensation or a similar program under local, state or federal law for any illness or injury related to employment or self-employment

**Important note:**
A source of coverage or reimbursement is considered available to you even if you waived your right to payment from that source. You may also be covered under a workers’ compensation law or similar law. If you submit proof that you are not covered for a particular illness or injury under such law, then that illness or injury will be considered “non-occupational” regardless of cause.