

# **Alyeska Pipeline Service Company**

## **Dental Standard**

Active Employees

9000000

## HOW TO CONTACT THE CLAIMS ADMINISTRATOR

Please call or write Premera Blue Cross Blue Shield of Alaska Customer Service staff for help with the following:

- Questions about the benefits of this plan
- Questions about your claims
- Questions or complaints about care or services you receive
- Change of address or other personal information

### CUSTOMER SERVICE

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**Mailing Address:**

Premera Blue Cross Blue Shield of Alaska  
**For Claims Only**  
P.O. Box 240609  
Anchorage, AK 99524-0609

**Telephone Numbers:**

Local and toll-free number: 1-800-508-4722  
Local and toll-free TTY number: 1-800-842-5357

**Physical Address:**

3800 Centerpoint Dr., Suite 940  
Anchorage, AK 99503-5825

### Online information about your dental care plan is at your fingertips whenever you need it

You'll find answers to most of your questions about this plan in this benefit booklet. You also can explore our web site at [www.premera.com](http://www.premera.com) anytime you want to:

- Learn more about how to use this plan
- Locate a dental care provider near you
- Get details about the types of expenses you're responsible for and this plan's benefit maximums
- Check the status of your claims
- Visit our health-information resource to gain knowledge about diseases, illnesses, medications, treatments, nutrition, fitness and many other health topics

You also can call our Customer Service staff at the numbers listed above. Customer Service is happy to answer your questions and appreciate any comments you want to share. In addition, you can get benefit, eligibility and claim information through our Interactive Voice Response system when you call Customer Service.

Group Name:	Alyeska Pipeline Service Company
Effective Date:	March 1, 2018
Group Number:	9000000
Plan:	Alaska Dental Standard – Active Employees
Contract Form Number:	APSC18D

## Discrimination is Against the Law

Premera Blue Cross Blue Shield of Alaska complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Premera does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Premera:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Civil Rights Coordinator.

If you believe that Premera has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:  
Civil Rights Coordinator - Complaints and Appeals  
PO Box 91102, Seattle, WA 98111  
Toll free 855-332-4535, Fax 425-918-5592, TTY 800-842-5357  
Email AppealsDepartmentInquiries@Premera.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services  
200 Independence Avenue SW, Room 509F, HHH Building  
Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD)  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

## Getting Help in Other Languages

**This Notice has Important Information.** This notice may have important information about your application or coverage through Premera Blue Cross Blue Shield of Alaska. There may be key dates in this notice. You may need to take action by certain deadlines to keep your health coverage or help with costs. You have the right to get this information and help in your language at no cost. Call 800-508-4722 (TTY: 800-842-5357).

### አማርኛ (Amharic):

ይህ ማስታወቂያ አስፈላጊ መረጃ ይይዛል። ይህ ማስታወቂያ ስለ ማመልከቻዎ ወይም የ Premera Blue Cross Blue Shield of Alaska ሽፋን አስፈላጊ መረጃ ሊኖረው ይችላል። በዚህ ማስታወቂያ ውስጥ ቁልፍ ቀናት ሊኖሩ ይችላሉ። የጤና ሽፋንዎን ለመጠበቅና በአስፈላጊ አርዳታ ለማግኘት በተወሰኑ የህይወት ገደቦች አርምዎ መውሰድ ይገባዎታል። ይህን መረጃ እንዲያገኙ ለደምጥ ክፍያ በጽንዖት አርዳታ እንዲያገኙ መብት አለዎት። በስልክ ቁጥር 800-508-4722 (TTY: 800-842-5357) ይደውሉ።

### العربية (Arabic):

يحتوي هذا الإشعار معلومات هامة. قد يحوي هذا الإشعار معلومات مهمة بخصوص طلبك أو التغطية التي تريد الحصول عليها من خلال Premera Blue Cross Blue Shield of Alaska. قد تكون هناك تواريخ مهمة في هذا الإشعار. وقد تحتاج لاتخاذ إجراء في تواريخ معينة للحفاظ على تغطيتك الصحية أو للمساعدة في دفع التكاليف. يحق لك الحصول على هذه المعلومات والمساعدة بلغتك دون تكبد أية تكلفة. اتصل بـ 800-508-4722 (TTY: 800-842-5357).

### 中文 (Chinese):

本通知有重要的訊息。本通知可能有關於您透過 Premera Blue Cross Blue Shield of Alaska 提交的申請或保險的重要訊息。本通知內可能有重要日期。您可能需要在截止日期之前採取行動，以保留您的健康保險或者費用補貼。您有權利免費以您的母語得到本訊息和幫助。請撥電話 800-508-4722 (TTY: 800-842-5357)。

### Oromoo (Cushite):

Beeksisni kun odeeffannoo barbaachisaa qaba. Beeksisti kun sagantaa yookan karaa Premera Blue Cross Blue Shield of Alaska tiin tajaajila keessan ilaalchisee odeeffannoo barbaachisaa qabaachuu danda'a. Guyyaawwan murteessaa ta'an beeksisa kana keessatti ilaalaa. Tarii kaffaltiidhaan deeggaramuuf yookan tajaajila fayyaa keessaniif guyyaa dhuma irratti wanti raawwattan jiraachuu danda'a. Kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuu fi deeggarsa argachuuf mirga ni qabaattu. Lakkoofsa bilbilaa 800-508-4722 (TTY: 800-842-5357) tii bilbilaa.

### Français (French):

**Cet avis a d'importantes informations.** Cet avis peut avoir d'importantes informations sur votre demande ou la couverture par l'intermédiaire de Premera Blue Cross Blue Shield of Alaska. Le présent avis peut contenir des dates clés. Vous devrez peut-être prendre des mesures par certains délais pour maintenir votre couverture de santé ou d'aide avec les coûts. Vous avez le droit d'obtenir cette information et de l'aide dans votre langue à aucun coût. Appelez le 800-508-4722 (TTY: 800-842-5357).

### Kreyòl ayisyen (Creole):

Avi sila a gen enfòmasyon enpòtan ladann. Avi sila a kapab genyen enfòmasyon enpòtan konsènan aplikasyon w lan oswa konsènan kouvèti asirans lan atravè Premera Blue Cross Blue Shield of Alaska. Kapab genyen dat ki enpòtan nan avi sila a. Ou ka gen pou pran kèk aksyon avan sèten dat limit pou ka kenbe kouvèti asirans sante w la oswa pou yo ka ede w avèk depans yo. Se dwa w pou resevwa enfòmasyon sa a ak asistans nan lang ou pale a, san ou pa gen pou peye pou sa. Rele nan 800-508-4722 (TTY: 800-842-5357).

### Deutsche (German):

**Diese Benachrichtigung enthält wichtige Informationen.** Diese Benachrichtigung enthält unter Umständen wichtige Informationen bezüglich Ihres Antrags auf Krankenversicherungsschutz durch Premera Blue Cross Blue Shield of Alaska. Suchen Sie nach eventuellen wichtigen Terminen in dieser Benachrichtigung. Sie könnten bis zu bestimmten Stichtagen handeln müssen, um Ihren Krankenversicherungsschutz oder Hilfe mit den Kosten zu behalten. Sie haben das Recht, kostenloser Hilfe und Informationen in Ihrer Sprache zu erhalten. Rufen Sie an unter 800-508-4722 (TTY: 800-842-5357).

### Hmoob (Hmong):

Tsab ntawv tshaj xo no muaj cov ntshiab lus tseem ceeb. Tej zaum tsab ntawv tshaj xo no muaj cov ntsiab lus tseem ceeb txog koj daim ntawv thov kev pab los yog koj qhov kev pab cuam los ntawm Premera Blue Cross Blue Shield of Alaska. Tej zaum muaj cov hnub tseem ceeb uas sau rau hauv daim ntawv no. Tej zaum koj kuj yuav tau ua qee yam uas peb kom koj ua tsis pub dhau cov caij nyooq uas teev tseg rau hauv daim ntawv no mas koj thiaj yuav tau txais kev pab cuam kho mob los yog kev pab them tej nqi kho mob ntawd. Koj muaj kai kom lawv muab cov ntshiab lus no uas tau muab sau ua koj hom lus pub dawb rau koj. Hu rau 800-508-4722 (TTY: 800-842-5357).

### Iloko (Ilocano):

**Daytoy a Pakdaar ket naglaon iti Napateg nga Impormasion.** Daytoy a pakdaar mabalin nga adda ket naglaon iti napateg nga impormasion maipanggep iti aplikasyonyo wenna coverage babaen iti Premera Blue Cross Blue Shield of Alaska. Daytoy ket mabalin dagiti importante a petsa iti daytoy a pakdaar. Mabalin nga adda rumbeng nga aramidnyo nga addang sakbay dagiti partikular a naituding nga aldaw tapno mapagtalinaedyo ti coverage ti salun-ato wenna tulog kadagiti gastos. Adda karbenganyo a mangala iti daytoy nga impormasion ken tulog iti bukodyo a pagsasao nga awan ti bayadanyo. Tumawag iti numero nga 800-508-4722 (TTY: 800-842-5357).

### Italiano (Italian):

**Questo avviso contiene informazioni importanti.** Questo avviso può contenere informazioni importanti sulla tua domanda o copertura attraverso Premera Blue Cross Blue Shield of Alaska. Potrebbero esserci date chiave in questo avviso. Potrebbe essere necessario un tuo intervento entro una scadenza determinata per consentirti di mantenere la tua copertura o sovvenzione. Hai il diritto di ottenere queste informazioni e assistenza nella tua lingua gratuitamente. Chiama 800-508-4722 (TTY: 800-842-5357).

**日本語 (Japanese):**

この通知には重要な情報が含まれています。この通知には、Premera Blue Cross Blue Shield of Alaska の申請または補償範囲に関する重要な情報が含まれている場合があります。この通知に記載されている可能性がある重要な日付をご確認ください。健康保険や有料サポートを維持するには、特定の期日までに行動を取らなければならない場合があります。ご希望の言語による情報とサポートが無料で提供されます。800-508-4722 (TTY: 800-842-5357)までお電話ください。

**한국어 (Korean):**

본 통지서에는 중요한 정보가 들어 있습니다. 즉 이 통지서는 귀하의 신청에 관하여 그리고 Premera Blue Cross Blue Shield of Alaska 를 통한 커버리지에 관한 정보를 포함하고 있을 수 있습니다. 본 통지서에는 핵심이 되는 날짜들이 있을 수 있습니다. 귀하의 귀하의 건강 커버리지를 계속 유지하거나 비용을 절감하기 위해서 일정한 마감일까지 조치를 취해야 할 필요가 있을 수 있습니다. 귀하는 이러한 정보와 도움을 귀하의 언어로 비용 부담 없이 얻을 수 있는 권리가 있습니다. 800-508-4722 (TTY: 800-842-5357) 로 전화하십시오.

**ລາວ (Lao):**

ແຈ້ງການນີ້ມີຂໍ້ມູນສໍາຄັນ. ແຈ້ງການນີ້ອາດຈະມີຂໍ້ມູນສໍາຄັນກ່ຽວກັບຄ່າຄ່ອງຂະໜັກ ຫຼື ຄວາມຄຸ້ມຄອງປະກັນໄພຂອງທ່ານຜ່ານ Premera Blue Cross Blue Shield of Alaska. ອາດຈະມີວັນທີ່ສໍາຄັນໃນແຈ້ງການນີ້. ທ່ານອາດຈະຈ່າເງິນຕ້ອງດ່າເນີນການຕາມກຳນົດເວລາສະເພາະເພື່ອຮັກສາຄວາມຄຸ້ມຄອງປະກັນໄພລາຍ ຫຼື ຄວາມຄຸ້ມຄອງເຮືອເຮັດວຽກທີ່ໄດ້ຈ່າຍຂອງທ່ານໄວ້. ທ່ານມີສິດໄດ້ຮັບຂໍ້ມູນນີ້ ແລະ ຄວາມຄຸ້ມຄອງເຮືອເຮັດວຽກທີ່ເປັນພາສາຂອງທ່ານໂດຍບໍ່ເສຍຄ່າ. ໃຫ້ໃບທາ 800-508-4722 (TTY: 800-842-5357).

**ភាសាខ្មែរ (Khmer):**

សេចក្តីជូនដំណឹងនេះមានព័ត៌មានយ៉ាងសំខាន់។ សេចក្តីជូនដំណឹងនេះប្រហែលជាមានព័ត៌មានយ៉ាងសំខាន់អំពីទម្រង់បែបបទ ឬការរៀបចំរបស់អ្នកកាតាម: Premera Blue Cross Blue Shield of Alaska ។ ប្រហែលជាមាន កាលបរិច្ឆេទសំខាន់នៅក្នុងសេចក្តីជូនដំណឹងនេះ។ អ្នកប្រហែលជាត្រូវការបញ្ជីសមត្ថភាពដល់កំណត់ថ្លៃជាក់លាក់សំខាន់ ដើម្បីនឹងរក្សាទុកការធានារ៉ាប់រងសុខភាពរបស់អ្នក ឬប្រាក់ជំនួយពេញថ្លៃ។ អ្នកមានសិទ្ធិទទួលបានព័ត៌មាននេះ និងជំនួយនៅក្នុងភាសារបស់អ្នកដោយមិនរងសណ្តោះមួយ។ សូមទូរស័ព្ទ 800-508-4722 (TTY: 800-842-5357)។

**ਪੰਜਾਬੀ (Punjabi):**

ਇਸ ਨੋਟਿਸ ਵਿਚ ਖਾਸ ਜਾਣਕਾਰੀ ਹੈ. ਇਸ ਨੋਟਿਸ ਵਿਚ Premera Blue Cross Blue Shield of Alaska ਵਲੋਂ ਤੁਹਾਡੀ ਕਵਰੇਜ ਅਤੇ ਅਰਜੀ ਬਾਰੇ ਮਹੱਤਵਪੂਰਨ ਜਾਣਕਾਰੀ ਹੋ ਸਕਦੀ ਹੈ . ਇਸ ਨੋਟਿਸ ਜਦ ਖਾਸ ਤਾਰੀਖਾਂ ਹੋ ਸਕਦੀਆਂ ਹਨ. ਜੇਕਰ ਤੁਸੀਂ ਜਮਰਤ ਕਵਰੇਜ ਰਿੱਖਣੀ ਹੋਵੇ ਜਾਂ ਓਸ ਦੀ ਠਾਗਤ ਜਵਿੱਚ ਮਦਦ ਦੇ ਇਕੱਠੇ ਹੋ ਤਾਂ ਤੁਹਾਨੂੰ ਅੰਤਮ ਤਾਰੀਖ ਤੋਂ ਪਹਿਲਾਂ ਫ਼ੌੜ ਖਾਸ ਕਰਮ ਚੁੱਕਣ ਦੀ ਲੋੜ ਹੋ ਸਕਦੀ ਹੈ .ਤੁਹਾਨੂੰ ਮੁੜ ਵਿੱਚ ਤੋਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਅਤੇ ਮਦਦ ਪ੍ਰਾਪਤ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੈ ,ਕਾਲ 800-508-4722 (TTY: 800-842-5357).

**فارسی (Farsi):**

این اعلامیه حاوی اطلاعات مهم میباشد. این اعلامیه ممکن است حاوی اطلاعات مهم درباره فرم تقاضا و یا پوشش بیمه ای شما از طریق Premera Blue Cross Blue Shield of Alaska باشد. به تاریخ های مهم در این اعلامیه توجه نمایید. شما ممکن است برای حفظ پوشش بیمه تان یا کمک در پرداخت هزینه های درمانی تان، به تاریخ مشخصی برای انجام کارهای خاصی احتیاج داشته باشید. شما حق این را دارید که این اطلاعات و کمک را به زبان خود به طور رایگان دریافت نمایید. برای کسب اطلاعات با شماره 800-508-4722 تماس بگیرید. (TTY: 800-842-5357) تماس برقرار نمایید.

**Polskie (Polish):**

To ogłoszenie może zawierać ważne informacje. To ogłoszenie może zawierać ważne informacje odnośnie Państwa wniosku lub zakresu świadczeń poprzez Premera Blue Cross Blue Shield of Alaska. Prosimy zwrócić uwagę na kluczowe daty, które mogą być zawarte w tym ogłoszeniu aby nie przekroczyć terminów w przypadku utrzymania polisy ubezpieczeniowej lub pomocy związanej z kosztami. Macie Państwo prawo do bezpłatnej informacji we własnym języku. Zadzwońcie pod 800-508-4722 (TTY: 800-842-5357).

**Português (Portuguese):**

Este aviso contém informações importantes. Este aviso poderá conter informações importantes a respeito de sua aplicação ou cobertura por meio do Premera Blue Cross Blue Shield of Alaska. Poderão existir datas importantes neste aviso. Talvez seja necessário que você tome providências dentro de determinados prazos para manter sua cobertura de saúde ou ajuda de custos. Você tem o direito de obter esta informação e ajuda em seu idioma e sem custos. Ligue para 800-508-4722 (TTY: 800-842-5357).

**Română (Romanian):**

Prezenta notificare conține informații importante. Această notificare poate conține informații importante privind cererea sau acoperirea asigurării dumneavoastră de sănătate prin Premera Blue Cross Blue Shield of Alaska. Pot exista date cheie în această notificare. Este posibil să fie nevoie să acționați până la anumite termene limită pentru a vă menține acoperirea asigurării de sănătate sau asistența privitoare la costuri. Aveți dreptul de a obține gratuit aceste informații și ajutor în limba dumneavoastră. Sunați la 800-508-4722 (TTY: 800-842-5357).

**Русский (Russian):**

Настоящее уведомление содержит важную информацию. Это уведомление может содержать важную информацию о вашем заявлении или страховом покрытии через Premera Blue Cross Blue Shield of Alaska. В настоящем уведомлении могут быть указаны ключевые даты. Вам, возможно, потребуется принять меры к определенным предельным срокам для сохранения страхового покрытия или помощи с расходами. Вы имеете право на бесплатное получение этой информации и помощь на вашем языке. Звоните по телефону 800-508-4722 (TTY: 800-842-5357).

**Fa'asamoa (Samoan):**

Atonu ua iai i lenei fa'asilasilaga ni fa'amatalaga e sili ona taua e tatau ona e malamalama i ai. O lenei fa'asilasilaga o se fesoasoani e fa'amatala atili i ai i le tulaga o le polokalame, Premera Blue Cross Blue Shield of Alaska, ua e tau fia maua atu i ai. Fa'amolemole, ia e iloilo fa'alelei i aso fa'apitoa olo'o iai i lenei fa'asilasilaga taua. Masalo o le'a iai ni feau e tatau ona e faia ao le'i aulia le aso ua ta'ua i lenei fa'asilasilaga ina ia e iai pea ma maua fesoasoani mai ai i le polokalame a le Malo olo'o e iai i ai. Olo'o iai iate oe le aia tatau e maua atu i lenei fa'asilasilaga ma lenei fa'matalaga i legagana e le malamalama i ai aunoa ma se togiga tupe. Vili atu i le telefoni 800-508-4722 (TTY: 800-842-5357).

**Español (Spanish):**

Este Aviso contiene información importante. Es posible que este aviso contenga información importante acerca de su solicitud o cobertura a través de Premera Blue Cross Blue Shield of Alaska. Es posible que haya fechas clave en este aviso. Es posible que deba tomar alguna medida antes de determinadas fechas para mantener su cobertura médica o ayuda con los costos. Usted tiene derecho a recibir esta información y ayuda en su idioma sin costo alguno. Llame al 800-508-4722 (TTY: 800-842-5357).

**Tagalog (Tagalog):**

Ang Paunawa na ito ay naglalaman ng mahalagang impormasyon. Ang paunawa na ito ay maaaring naglalaman ng mahalagang impormasyon tungkol sa iyong aplikasyon o pagsakop sa pamamagitan ng Premera Blue Cross Blue Shield of Alaska. Maaaring may mga mahalagang petsa dito sa paunawa. Maaring mangailangan ka na magsagawa ng hakbang sa ilang mga itinakdang panahon upang mapanatili ang iyong pagsakop sa kalusugan o tulong na walang gastos. May karapatan ka na makakuha ng ganitong impormasyon at tulong sa iyong wika ng walang gastos. Tumawag sa 800-508-4722 (TTY: 800-842-5357).

**ไทย (Thai):**

ประกาศนี้มีข้อมูลสำคัญ ประกาศนี้อาจมีข้อมูลที่สำคัญเกี่ยวกับการขอรับหรือขอรับเงินอุดหนุนของคุณผ่าน Premera Blue Cross Blue Shield of Alaska และอาจมีกำหนดการในประกาศนี้ คุณอาจจะต้องดำเนินการภายในกำหนดระยะเวลาที่แน่นอนเพื่อจะรักษาการประกันสุขภาพของคุณหรือการช่วยเหลือที่มีค่าใช้จ่าย คุณมีสิทธิที่จะได้รับข้อมูลและความช่วยเหลือเหล่านี้ในภาษาของคุณ โดยไม่มีค่าใช้จ่าย โทร 800-508-4722 (TTY: 800-842-5357)

**Український (Ukrainian):**

Це повідомлення містить важливу інформацію. Це повідомлення може містити важливу інформацію про Ваше звернення щодо страховального покриття через Premera Blue Cross Blue Shield of Alaska. Зверніть увагу на ключові дати, які можуть бути вказані у цьому повідомленні. Існує імовірність того, що Вам треба буде здійснити певні кроки у конкретні кінцеві строки для того, щоб зберегти Ваше медичне страхування або отримати фінансову допомогу. У Вас є право на отримання цієї інформації та допомоги безкоштовно на Вашій рідній мові. Дзвоніть за номером телефону 800-508-4722 (TTY: 800-842-5357).

**Tiếng Việt (Vietnamese):**

Thông báo này cung cấp thông tin quan trọng. Thông báo này có thông tin quan trọng về đơn xin tham gia hoặc hợp đồng bảo hiểm của quý vị qua chương trình Premera Blue Cross Blue Shield of Alaska. Xin xem ngay quan trọng trong thông báo này. Quý vị có thể phải thực hiện theo thông báo đúng trong thời hạn để duy trì bảo hiểm sức khỏe hoặc được trợ giúp thêm về chi phí. Quý vị có quyền được biết thông tin này và được trợ giúp bằng ngôn ngữ của mình miễn phí. Xin gọi số 800-508-4722 (TTY: 800-842-5357).

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# INTRODUCTION

This benefit booklet is for members of the Alyeska Pipeline Service Company. This plan is self-funded by Alyeska Pipeline Service Company, which means that Alyeska Pipeline Service Company is financially responsible for the payment of plan benefits. Alyeska Pipeline Service Company has the final discretionary authority to determine eligibility for benefits and construe the terms of the plan.

Alyeska Pipeline Service Company has contracted with Premera Blue Cross Blue Shield of Alaska, an Independent Licensee of the Blue Cross Blue Shield Association, to perform administrative duties under the plan, including the processing of claims. Alyeska Pipeline Service Company has delegated to us the discretionary authority to determine eligibility for benefits and to construe the terms used in this plan to the extent needed to perform our duties. Premera Blue Cross Blue Shield of Alaska doesn't insure this plan. In this booklet Premera Blue Cross Blue Shield of Alaska is called the "Claims Administrator." The terms "we," "us," and "our" also refer to Premera Blue Cross Blue Shield of Alaska. This booklet replaces any other benefit booklet you may have.

## HOW TO USE THIS BOOKLET

Using a dental care plan can seem complicated. This booklet to help you understand how to get the most out of your benefits. Please familiarize yourself with the Table of Contents, which lists sections that answer many frequently asked questions.

Every section in this booklet contains important information, but the following sections may be particularly useful to you.

- **HOW TO CONTACT THE CLAIMS ADMINISTRATOR** – The web site address, phone numbers, mailing addresses and other contact information conveniently located inside the front cover
- **WHAT DO I NEED TO KNOW BEFORE I GET CARE?** – important information that helps you understand about the benefits of this plan
- **WHAT ARE MY BENEFITS?** – what's covered under this plan
- **WHAT'S NOT COVERED?** – services that are either limited or not covered under this plan
- **WHO IS ELIGIBLE FOR COVERAGE?** – eligibility requirements for this plan
- **HOW DO I FILE A CLAIM?** – step-by-step instructions for claims submissions
- **WHAT IF I HAVE A QUESTION OR AN APPEAL?** – addresses and processes to follow if you want to share ideas, ask questions, file a complaint or submit an appeal
- **DEFINITIONS** – many terms that have specific meanings under this plan. Example: The terms "you" and "your" refer to members under this plan.

## WHAT DO I NEED TO KNOW BEFORE I GET CARE?

The covered services under this plan are classified as Diagnostic and Preventive, Basic, and Major. The lists of services that relate to each type are outlined in the following pages under "Description of Covered Services." These services are covered once all of the following requirements are met. It's important to understand all of these requirements so you can make the most of your dental benefits.

Benefits are available for the services described in this section that are furnished for a covered dental condition. Such services must meet all of the following requirements:

- They must be dentally necessary (see definition of "Dentally Necessary")
- They must not be excluded from coverage under this plan
- They must be furnished by a licensed dentist (D.M.D. or D.D.S.), except that they may also be furnished by a dental hygienist or other individual, performing within the scope of their license as allowed by law. These services must be rendered under the supervision and guidance of a dentist. The above providers are called "dental care providers" in this booklet.

### ALTERNATIVE TREATMENT

To determine benefits available under this plan, we consider alternative procedures or services with different fees that are consistent with acceptable standards of dental practice. In all cases where there's an alternative course of treatment that is less costly, the plan will only provide benefits for the treatment with the lesser fee. If you and your dental care provider choose a more costly treatment, you're responsible for the additional charges beyond those for the less costly alternative treatment.

### ESTIMATE OF DENTAL BENEFITS

An estimate of dental benefits verifies, for the dental care provider and you, your eligibility and benefits. Because we consider alternative treatment at the time we review the estimate, our review may result in a lower cost of treatment and additional services under this benefit. It may also clarify, before services are rendered, treatment that isn't covered in whole or in part. This can protect you from unexpected out-of-pocket expenses.

An estimate of benefits isn't required in order for you to receive your dental benefits. However, we suggest that your dental care provider submit an estimate to us for any proposed dental services you are concerned about your out-of-pocket expenses, before your course of treatment begins.

### PLAN YEAR DENTAL DEDUCTIBLE

#### Individual Dental Deductible

Diagnostic and Preventive covered services aren't subject to a plan year dental deductible. However, a plan year dental deductible does apply to covered Basic and Major services, and Orthodontia services. The dental deductible is the amount you must pay for Basic and Major services and Orthodontia services per plan year before benefits are payable under this plan for those services. The amount credited toward the dental deductible won't exceed the allowable charge for the covered service.

For each member, the individual dental deductible amount is \$25.

This plan has a plan year dollar maximum described below. We don't count allowable charges that apply to your individual dental deductible toward that annual dollar maximum. However, the plan also has limits on how often some Basic or Major procedures can be covered in a specific period of time. If you receive services or supplies covered by a benefit that has such a limit, we do count the procedures that apply to your individual dental deductible toward that limit.

#### Family Dental Deductible

We also keep track of the expenses applied to the individual dental deductible that are incurred by all enrolled family members combined. When the total equals \$50 we will consider the individual dental deductible of every enrolled family member to be met for the plan year. The \$50 is called the "family dental deductible." Only the amounts used to satisfy each enrolled family member's individual dental deductible will count toward the family dental deductible.

## DENTAL BENEFIT MAXIMUM

The maximum amount of dental benefits available to any one member in a plan year is \$3,000. **Please note:** Diagnostic and Preventive services do not accrue to the plan year dental maximum.

Benefits for covered services with multiple treatment dates are subject to the dental benefit maximum of the plan year in which the services are started.

However, if you receive dental implant services, the post insertion and the final crown or bridgework will be considered to be separate services, and those services will be calculated under the plan year limitation in which they are received.

## NETWORK PROVIDERS

For the most current information on network dental care providers, please refer to our Web site or contact Customer Service. You'll find this information on the inside front cover of this booklet.

This plan is designed to cover all dental care providers at the same benefit level. When you receive services from network providers, your claims will be submitted directly to us, and available benefits will be paid directly to the dental care provider. Network providers agree to accept our "allowable charge" (please see the "Definitions" section in this booklet) as payment in full. You're responsible only for any applicable plan year deductible, coinsurance, amounts that are in excess of stated benefit maximums, and charges for non-covered services.

**Important Note:** You're entitled to receive a provider directory automatically, without charge.

## NON-NETWORK PROVIDERS

If you do not have reasonable access to a network provider or decide not to use a network provider, you may choose any dental care provider. Your dental services will be paid at the same benefit level as network providers. However, if you receive services from non-network dental care providers, you're responsible for amounts above the allowable charge in addition to any applicable plan year deductible, coinsurance, amounts that are in excess of stated benefit maximums, and charges for non-covered services. Amounts that are in excess of the allowable charge don't accrue toward your plan year deductible if one applies.

You may be required to submit the dental claim yourself if your dental care provider doesn't do this for you. Please see the "How Do I File A Claim?" section in this booklet for instructions on submitting claims for reimbursement.

For the most current information on network dental care providers, please refer to our web site or contact Customer Service. You'll find this information on the inside front cover of this booklet.

This plan is designed to cover all dental care providers at the same benefit level. However, the Group has made use of our contracts with local providers and a nationwide network of dental care providers who can provide preventive and specialty dental care services. When you receive services from network providers, your claims will be submitted directly to us, and available benefits will be paid directly to the dental care provider. Network providers agree to accept our "allowable charge" (please see the "Definitions" section in this booklet) as payment in full. You're responsible only for any applicable plan year deductible, coinsurance, amounts that are in excess of stated benefit maximums, and charges for non-covered services.

**Important Note:** You're entitled to receive a provider directory automatically, without charge.

## WHAT ARE MY DENTAL BENEFITS?

### WHAT DO I PAY FOR COVERED SERVICES?

#### Coinsurance

As used in this plan, "coinsurance" is a defined percentage of allowable charges for covered services you receive. The benefit percentages provided by this plan and the remaining percentage you're responsible for are referred to as "coinsurance."

After you satisfy the required plan year deductible, you pay the following percentages of allowable charges per plan year, up to the dental benefit maximum. Dental services fall into these categories: Diagnostic and Preventive, Basic, Major services and Implants. **Please note:** Diagnostic and preventive services do not accrue to dental benefit maximum.

In this section you'll find a description of the services included in each category.

- Class I - Diagnostic and Preventive Services..... 0%
- Class II - Basic Services .....20%
- Class III - Major Services..... 30%
- Class IV - Implants and all Implant Related Services..... 30%

## **DESCRIPTION OF COVERED SERVICES**

### **Class I - Diagnostic And Preventive Services**

- Routine oral examinations are limited to 2 per plan year. Initial consultations, second opinion consultations and office visits count toward the limit for oral examinations.
- Emergency oral examinations. Services that are determined to be routine will be limited to 2 per plan year.
- Prophylaxis (cleaning, scaling, and polishing of teeth) is limited to 2 per plan year.
- Topical application of fluoride is covered for members age 15 or under only. They are limited to 2 treatments per plan year.
- Covered dental x-rays include either a complete series, panoramic x-ray or cone beam image once every 3 years. X-rays taken for root canal therapy are limited to 1 periapical x-ray per tooth.
- Space maintainers
- Sealants, for members age 15 or under, are limited to use on permanent teeth.

### **Class II - Basic Services**

- Simple extractions
- Oral surgery consisting of surgical extractions, fracture and dislocation treatment, and diagnosis and treatment of cysts and abscesses
- Dentally necessary injectable drugs administered in a dental office
- Fillings, consisting of silver amalgam, silicate and composite resins. For other types of fillings, such as gold foils, the allowance will be limited to what would have otherwise been allowed for amalgam or composite fillings. A filling on any given tooth surface is a benefit only once in any 24 consecutive months.
- Treatment of periodontal and other diseases of the gums and tissues of the mouth. Periodontal scaling and root planing and sub-gingival curettage are limited to a total of 2 full-mouth treatments in any 12 consecutive months. Periodontal maintenance, as a follow-up to active periodontal treatment, including removal of bacterial flora, sub-gingival scaling, polishing, periodontal evaluation and review of oral hygiene, is limited to 1 visit every 3 consecutive months.
- Endodontic (root canal) treatment
  - Benefits for root canals performed in conjunction with overdentures are limited to 2 per arch
  - Open and drain (open and broach) (open and medicate) procedures may be limited to a combined allowance based on our review of the services rendered
  - X-rays done in conjunction with a root canal. The primary periapical x-ray for diagnostic purposes is covered. Additional x-rays are limited to the allowance for the root canal therapy
- Repair and recementing of crowns, inlays, bridgework and dentures
- Emergency palliative treatment. We require a written description and/or office records of services provided.
- General anesthesia in a dental care provider's office, when dentally necessary. This includes members who are under the age of 7 or are disabled physically or developmentally.

### **Class III - Major Services**

- Initial placement of inlays, onlays, laboratory-processed labial veneers, and crowns for decayed or fractured teeth when amalgam or composite resin fillings wouldn't adequately restore the teeth
- Replacement inlays, onlays, laboratory-processed labial veneers, and crowns
- Initial placement of dentures
- Initial placement of fixed bridgework (including inlays, onlays, and crowns to form abutments)
- Replacement dentures and fixed bridgework, but only when:
  - The existing denture or bridgework was installed at least 5 years before replacement;

- The replacement or addition of teeth is required to replace 1 or more additional teeth extracted after initial placement; or
- Repreparation of the natural tooth structure under the existing fixed bridgework is required as a result of an accidental injury to that structure, and such repair is performed within 12 months of the accidental injury as described under “Dental Care Services For Accidental Injuries.”
- Relining and rebasing of dentures when performed 6 or more months after denture installation. Charges for relines, rebases and adjustments performed during the first 6 months following denture installation are limited to the allowance for the denture.
- Tooth build-ups for covered onlays and crowns, including bridge abutments
- Precision attachments subject to our review for dental necessity

#### **Class IV - Implants And Implant Related Services**

Benefits are provided for implants and ALL implant related services.

**Note:** Covered services including implant abutment and/or crowns over the implants are covered only once in a 5 consecutive year period (5 years from the date of the installation of the prosthetic service).

#### **Dental Care Services For Accidental Injuries**

When services are related to accidental injuries benefits are available for Basic and Major services as follows:

Repreparation or repair of the natural tooth structure when it’s required as a result of an accidental injury to that structure, and such repair is performed within 12 months of the accidental injury.

These services are only covered when they are:

- Necessary as a result of an accidental injury;
- Performed within the scope of the provider’s license;
- Not required due to damage from biting or chewing;
- Performed within 12 months of the accident causing the injury; and
- Rendered on natural teeth that were free from decay and otherwise functionally sound at the time of the injury. “Functionally sound” means that the affected teeth:
  - Don’t have extensive restoration, veneers, crowns or splints; or
  - Don’t have periodontal disease or other condition that would cause the tooth to be in a weakened state prior to the injury.

**Please Note:** An accidental injury doesn’t cover damage caused by biting or chewing, even if due to a foreign object in food.

If you have a medical plan with Premera Blue Cross Blue Shield of Alaska, benefits for dental care services related to an accidental injury are covered under the Dental Services benefits of the medical plan.

#### **Extension Requests For Accidental Injury Services**

If necessary services can’t be completed within 12 months of an accidental injury, coverage may be extended if your dental care meets our extension criteria. We must receive extension requests within 12 months of the accidental injury date.

#### **ORTHODONTIA**

Benefits are available for the services and supplies described in this section subject to the following requirements:

- An existing orthodontic condition must be diagnosed as consisting of a handicapping malocclusion which is abnormal and which can be reduced or eliminated by correcting abnormally positioned teeth.
- An expense for an orthodontic service or supply is incurred on the date the service is received or the supply is ordered.

#### **Covered Services And Supplies**

Covered orthodontic services and supplies are:

- Diagnostic services and supplies, including examinations, x-rays, models, and photographs
- Active treatment, including initial and subsequent necessary appliances

- Retention treatment, including necessary appliances

We reserve the right to review your dental records, including x-rays, models, and photographs, to determine if the requested services and supplies are within the limits of this benefit.

### **Benefits**

After you satisfy the required plan year deductible, the plan pays 50% of allowable charges up to a lifetime maximum of \$2,000 for each member, or until the member's total treatment plan, including retention treatment, is paid, whichever occurs first.

### **Limitations**

**In addition to "What's Not Covered?" this benefit doesn't cover any of the following:**

- Any replacement or repair to any appliance
- Charges beyond the month of termination of orthodontic services if such services are terminated for any reason before completion
- Further orthodontic services and supplies, after completion of the initial treatment plan, unless this benefit's lifetime maximum hasn't been reached
- Expenses incurred for orthodontic services or supplies when this benefit isn't in effect or when you're not covered under this benefit

## **WHAT'S NOT COVERED?**

This section of your booklet explains circumstances in which benefits of this plan are limited or not available. Benefits can also be affected by your eligibility. In addition, some benefits may also have their own specific limitations.

### **LIMITED AND NON-COVERED SERVICES**

In addition to the specific limitations stated elsewhere in this booklet, the plan doesn't cover:

#### **Amounts That Exceed The Allowable Charge**

##### **Benefits From Other Sources**

Benefits aren't available under this plan when coverage is available through:

- Motor vehicle medical or motor vehicle no-fault
- Personal injury protection (PIP) coverage
- Commercial liability coverage
- Homeowner policy
- Other type of liability or insurance coverage
- Worker's Compensation or similar coverage

##### **Benefits That Have Been Exhausted**

Amounts in excess of a maximum benefit for a covered service

##### **Broken Appointment Charges**

Amounts that are billed for broken or late appointments

##### **Charges for Records or Reports**

Separate charges from providers for supplying records or reports, except those we request for utilization review.

##### **Cosmetic Services**

- Treatment of congenital malformations, except when the patient is an eligible dependent child
- Services and supplies rendered for cosmetic or aesthetic purposes, including any direct or indirect complications and aftereffects thereof, except as specified in the Orthodontia benefit

##### **Dental Services Received From A:**

- Dental or medical department maintained for employees by or on behalf of an employer; or

- Mutual benefit association, labor union, trustee or similar person or group

### **Dietary Services**

Dietary planning for the control of dental caries, oral hygiene instruction and training in preventive dental care

### **Experimental or Investigational Services**

Any service or supply that Premera Blue Cross Blue Shield of Alaska determines is experimental or investigational on the date it's furnished, and any direct or indirect complications and aftereffects thereof. Our determination is based on the criteria stated in the definition of "Experimental/Investigational Services" (please see the "Definitions" section in this booklet).

If we determine that a service is experimental or investigational, and therefore not covered, you may appeal the decision. Please see the "What If I Have A Question Or An Appeal?" section in this booklet for an explanation of the appeals process.

### **Extra Or Replacement Items**

Extra dentures or other appliances, including replacements due to loss or theft

### **Facility Charges**

Facility charges for dental procedures

### **Family Members Or Volunteers**

- Services or supplies that are furnished to you by a provider who lives in your home or is related to you by blood, marriage, or adoption. Examples of such providers are your spouse, parent, or child. This also includes services or supplies that you furnish to yourself.
- Services or supplies provided by volunteers

### **Home-Use Products**

Services and supplies that are normally intended for home use such as take home fluoride, toothbrushes, floss and toothpaste

### **Increase Of Vertical Dimension**

Any service to increase or alter the vertical dimension

### **Military and War-Related Conditions, Including Illegal Acts**

This includes:

- Acts of war, declared or undeclared, including acts of armed invasion
- Service in the armed forces of any country, including the air force, army, coast guard, marines, national guard, navy, or civilian forces or units auxiliary thereto
- A member's commission of an act of riot or insurrection
- A member's commission of a felony or act of terrorism

### **Multiple Providers**

Services provided by more than one dental care provider for the same dental procedure.

### **No Charge Or You Don't Legally Have To Pay**

- Services for which no charge is made, or services for which none would have been made if this plan weren't in effect
- Services for which you don't legally have to pay, unless benefits must be provided by law

### **Non-Standard Techniques**

Other than standard techniques used in the making of restorations or prosthetic appliances, such as personalized restorations

### **Not Covered Under This Plan**

Services that are not listed in this booklet as covered or that are directly related to any condition, service or supply that isn't covered under this plan.

Services received or ordered when this plan isn't in effect, or when you aren't covered under this plan (including services and supplies started before your effective date or after the date coverage ends), except for Major services and root canals that:

- Were started after your effective date and before the date your coverage ended under this plan; and
- Were completed within 30 days after the date your coverage ended under this plan.

The following are deemed service start dates:

- For root canals, it's the date the canal is opened.
- For inlays, onlays, laboratory-processed labial veneers, crowns, and bridges, it's the preparation date.
- For partial and complete dentures, it's the impression date.

The following are deemed service completion dates:

- For root canals, it's the date the canal is filled.
- For inlays, onlays, laboratory-processed labial veneers, crowns, and bridges, it's the seat date.
- For partial and complete dentures, it's the seat or delivery date.

### **Not Dentally Necessary**

Services that aren't dentally necessary.

### **Orthodontia Services**

Orthodontia, except as specified under "Orthodontia" in the "What Are My Benefits?" section.

### **Orthognathic Surgery (Jaw Augmentation or Reduction)**

Jaw augmentation or reduction (orthognathic and/or maxillofacial), regardless of origin of the condition that makes the procedure necessary, including any direct or indirect complications and aftereffects thereof

### **Outside The Scope Of A Provider's License Or Certification**

Services or supplies that are outside the scope of the provider's license or certification or that are furnished by a provider not licensed or certified by the jurisdiction in which the services or supplies were received.

### **Prescription Drugs**

Any prescription drugs or medicines. This includes vitamins, food supplements, and patient management drugs, such as premedication, sedation and nitrous oxide.

### **Temporomandibular Joint (TMJ) Disorders**

Any dental services or supplies connected with the diagnosis or treatment of temporomandibular joint (TMJ) disorders, including any direct or indirect complications and aftereffects thereof.

### **Testing And Treatment Services**

Testing and treatment for mercury sensitivity or allergy-related.

### **Work Related Conditions**

Any illness, condition or injury arising out of or in the course of employment, for which the member is entitled to receive benefits, whether or not a proper and timely claim for such benefits has been made under one of the following:

- Occupational coverage required or voluntarily obtained by the employer
- State or federal workers' compensation acts
- Any legislative act providing compensation for work-related illness or injury

## **WHAT IF I HAVE OTHER COVERAGE?**

### **COORDINATING BENEFITS WITH OTHER DENTAL PLANS**

You may be covered under one or more other group or individual plans, such as one sponsored by your spouse's employer. This plan includes a "coordination of benefits" feature to handle such situations.

All of the benefits of this plan are subject to coordination of benefits. However, please note that benefits provided under this plan for allowable dental expenses will be coordinated separately from allowable medical expenses.

If you have other coverage besides this plan, we recommend that you submit your claim to the primary carrier first, then submit the claim to the secondary carrier with the primary carrier processing information. In that way, the proper coordinated benefits may be most quickly determined and paid.

## Definitions Applicable To Coordination Of Benefits

To understand coordination of benefits, it's important to know the meanings of the following terms:

- **Allowable Medical Expense** means the usual, customary and reasonable charge for any medically necessary health care service or supply provided by a licensed medical professional when the service or supply is covered at least in part under this plan. When a plan provides benefits in the form of services or supplies rather than cash payments, the reasonable cash value of each service rendered or supply provided shall be considered an allowable expense.
- **Allowable Dental Expense** means the usual, customary and reasonable charge for any dentally necessary service or supply provided by a licensed dental professional when the service or supply is covered at least in part under this plan. When a plan provides benefits in the form of services or supplies rather than cash payments, the reasonable cash value of each service rendered or supply provided shall be considered an allowable expense.
- **Medical Plan** means all of the following health care coverages, even if they don't have their own coordination provisions:
  - Group, individual or blanket disability insurance policies and health care service contractor and health maintenance organization group or individual agreements issued by insurers, health care service contractors, and health maintenance organizations
  - Labor-management trusteed plans, labor organization plans, employer organization plans or employee benefit organization plans
  - Government programs that provide benefits for their own civilian employees or their dependents
  - Group coverage required or provided by any law, including Medicare. This doesn't include workers' compensation.
  - Group student coverage that's sponsored by a school or other educational institution and includes medical benefits for illness or disease
- **Dental Plan** means all of the following dental care coverages, even if they don't have their own coordination provisions:
  - Group, individual or blanket disability insurance policies and health care service contractor and health maintenance organization group or individual agreements issued by insurers, health care service contractors, and health maintenance organizations
  - Labor-management trusteed plans, labor organization plans, employer organization plans or employee benefit organization plans
  - Government programs that provide benefits for their own civilian employees or their dependents

Each contract or other arrangement for coverage described above is a separate plan. It's also important to note that for the purpose of this plan, we'll coordinate benefits for allowable medical expenses separately from allowable dental expenses, as separate plans.

## Effect On Benefits

An important part of coordinating benefits is determining the order in which the plans provide benefits. One plan is responsible for providing benefits first. This is called the "primary" plan. The primary plan provides its full benefits as if there were no other plans involved. The other plans then become "secondary." When this plan is secondary, it will reduce its benefits for each claim so that the benefits from all medical plans aren't more than the allowable medical expense for that claim and the benefits from all dental plans aren't more than the allowable dental expense for that claim. Coordination of benefits applies only on a per-claim basis, and is not cumulative.

We will coordinate benefits when you have other health care coverage that is primary over this plan. Coordination of benefits applies whether or not a claim is filed with the primary coverage.

Here is the order in which the plans should provide benefits:

**First:** A plan that doesn't provide for coordination of benefits.

**Next:** A plan that covers you as **other than** a dependent.

**Next:** A plan that covers you as a dependent. For dependent children, the following rules apply:

When the parents aren't separated or divorced: The plan of the parent whose birthday falls earlier in the year will be primary, if that's in accord with the coordination of benefits provisions of both plans. Otherwise, the rule set forth in the plan that doesn't have this provision shall determine the order of benefits.

When the parents are separated or divorced: If a court decree makes one parent responsible for paying the child's health care costs, that parent's plan will be primary. Otherwise, the plan of the parent with custody will be primary, followed by the plan of the spouse of the parent with custody, followed by the plan of the parent who doesn't have custody.

If the rules above don't apply, the plan that has covered you for the longest time will be primary, except that benefits of a plan that covers you as a laid-off or retired employee, or as the dependent of such an employee, shall be determined after the benefits of any plan that covers you as other than a laid-off or retired employee, or as the dependent of such an employee. However, this applies only when other plans involved have this provision regarding laid-off or retired employees.

If none of the rules above determine the order of benefits, the plan that's covered the employee or subscriber for the longest time will be primary.

### **Right Of Recovery/Facility Of Payment**

We have the right to recover any payments we make that are greater than those required by the coordination of benefits provisions from 1 or more of the following: the persons we paid or for whom we have paid, providers of service, insurance companies, service plans or other organizations. If a payment that should have been made under this plan was made by another plan, we also have the right to pay directly to another plan any amount that should have been paid by us. Our payment will be considered a benefit under this plan and will meet our obligations to the extent of that payment.

### **Coordinating Benefits With Medicare**

If you're also covered under Medicare, federal law may require this plan to be primary over Medicare. When this plan isn't primary, we'll coordinate benefits with Medicare.

### **Subrogation And Reimbursement**

If the plan makes claims payment on your behalf for injury or illness for which another party is liable, or for which uninsured/underinsured motorist (UIM) or personal injury protection (PIP) insurance exists, the plan is entitled to be repaid for those payments out of any recovery from that liable party. The liable party is also known as the "third party" because it's a party other than you or the plan. This party includes a UIM carrier because it stands in the shoes of a third party tortfeasor and because the plan excludes coverage for such benefits.

**Definitions** The following terms have specific meanings in this section:

- **Subrogation** means we may collect, on behalf of the plan, directly from third parties to the extent the plan has paid on your behalf for illnesses or injury caused by the third party.
- **Reimbursement** means that you are obligated to repay any monies advanced by the plan from amounts received on your claim.
- **Restitution** means all equitable rights of recovery that the plan has to the monies advanced under your plan. Because the plan has paid for your illness or injuries, the plan is entitled to recover those expenses.

The plan is entitled to the proceeds of any settlement or judgment that results in a recovery from a third party, up to the amount of benefits the plan paid for the condition, whether or not you have been made whole prior to the plan's recovery. The plan's right to recover exists regardless of whether it is based on subrogation, reimbursement or restitution. This right allows the plan to pursue any claim against any third party or insurer, whether or not you choose to pursue that claim. The plan's rights and priority are limited to the extent the plan has made or will make benefit payments for the injury or illness, but do extend to any costs that result from the enforcement of its rights.

In recovering benefits provided on behalf of the plan, we may at Alyeska Pipeline Service Company's election hire an attorney or have the plan be represented by your attorney. We will not pay for any legal costs incurred by you or on your behalf, and you will not be required to pay any portion of the costs incurred by the plan or Alyeska Pipeline Service Company or on their behalf. Before accepting any settlement on your claim against a third party,

you must notify us in writing of any terms or conditions offered in a settlement, and you must notify the third party of the plan's interest in the settlement established by this provision. You also must cooperate with us in recovering amounts paid by the plan on your behalf. If you retain an attorney or other agent to represent you in the matter, you must require your attorney or agent to reimburse the plan directly from the settlement or recovery. If you fail to cooperate fully with us in the recovery of benefits the plan has paid as described above, you are responsible for reimbursing the plan for such benefits.

To the extent that you recover from any available third party source, you agree to hold any recovered fund in trust or in a segregated account until the plan's subrogation and reimbursement rights are fully determined.

**Agreement To Arbitrate** Any disputes that arise as part of this provision will be resolved by arbitration. Both you and the plan will be bound by the decision of the arbitration proceedings.

Disputes will be resolved by a single arbitrator. Either party may demand arbitration by serving notice of the demand on the other party. Each party will bear its own costs and share equally in the fees of the arbitrator. Arbitration proceedings pursuant to this provision shall take place in a mutually agreed upon location.

This agreement to arbitrate will begin on the effective date of the contract, and will continue until any dispute regarding this plan's subrogation or reimbursement is resolved.

## **UNINSURED AND UNDERINSURED MOTORIST/PERSONAL INJURY PROTECTION COVERAGE**

The plan has the right to be reimbursed for benefits provided, but only to the extent that benefits are also paid for such services and supplies under the terms of a motor vehicle uninsured motorist and/or underinsured motorist (UIM) policy, personal injury protection (PIP) or similar type of insurance or contract.

## **WHO IS ELIGIBLE FOR COVERAGE?**

### **EMPLOYEE ELIGIBILITY**

As a Regular, Alyeska Employee, you may enroll in the Plan on the date you are hired. Your coverage will take effect when you become eligible (date of enrollment) for coverage, provided you have completed and returned your enrollment form to your HR representative within 30 days of when you first become eligible.

### **DEPENDENT ELIGIBILITY**

An "eligible dependent" is defined as one of the following.

- An Employee's Spouse;
- A Dependent Child: an employee's natural, adopted child, or stepchild living with the Employee until the child is age 26;
- A Dependent child over age 26, who is dependent for support due to a developmental or physical disability which occurred while covered by the Dental Plan;
- A child who, pursuant to a Qualified Child Medical Support Order (QCMSO), must be recognized as a Dependent for the purpose of providing health coverage; and
- A Domestic Partner of the Employee, regardless of same or opposite sex, that meets the requirements stated in the "General Information" booklet for the Dental Plan and in the Domestic Partner Affidavit provided by and required by Alyeska.

Coverage may be continued for children who become developmentally or physically disabled while covered under the Dental Plan. Subject to Premiera Blue Cross Blue Shield of Alaska's approval, this extended coverage may be continued for as long as the condition lasts.

Coverage under a QCMSO will become effective on the date of the order, if the enrollment information is completed within 60 days of the date of the QCMSO. Otherwise coverage will become effective on the date the enrollment form is received. The enrollment form may be submitted by the Employee, custodial parent, or a state agency. The Employee will be charged the increase in required contributions, if applicable, from the child's effective date.

Dependent coverage takes effect on the same date your coverage becomes effective provided you have enrolled for Dependent and Employee coverage.

If your Dependent, such as a Spouse, is also an Employee of the Employer, you may list him or her as an eligible Dependent when selecting coverage.

## **WHEN DOES COVERAGE BEGIN?**

### **ENROLLMENT**

Enrollment is timely when Alyeska Pipeline Service Company receives the completed enrollment form within 30 days of the date the employee becomes an "eligible employee" as defined earlier in this section. When enrollment is timely, coverage for the employee and enrolled dependents will become effective on the employee's date of hire. If Alyeska Pipeline Service Company does not receive your completed enrollment form within 30 days of the date you became eligible, none of the dates above will apply. Please see "Open Enrollment" and "Special Enrollment" below.

### **Dependents Acquired Through Marriage After The Subscriber's Effective Date**

When Alyeska Pipeline Service Company receives the completed enrollment form within 31 days after the marriage, coverage will become effective on the date of marriage. If Alyeska Pipeline Service Company does not receive the enrollment form within 31 days of marriage, refer to "Open Enrollment" section.

### **Newborn And Adoptive Children**

Natural newborn dependent children born on or after the subscriber's effective date will be covered from their date of birth. If the subscriber desires coverage of the newborn child to extend beyond the 31-day period following the newborn child's date of birth, Alyeska Pipeline Service Company must receive a completed enrollment form within the 31-day period following the date of birth.

Adoptive dependent children who are adopted or placed for adoption on or after the subscriber's effective date will be covered from their date of adoption or placement for adoption. Alyeska Pipeline Service Company must receive a completed enrollment form within the 31-day period following the date of adoption or placement for adoption.

If Alyeska Pipeline Service Company does not receive the completed enrollment form within the 31-day period, initial coverage will be limited to the 31-day period referenced above. The child may then be enrolled at a later date, subject to the "Open Enrollment" provisions described later in this section.

### **Children Acquired Through Legal Guardianship**

When Alyeska Pipeline Service Company receives the completed enrollment form and a copy of the guardianship papers within 31 days of the date legal guardianship began with the subscriber, coverage for an otherwise eligible child will begin on the date the legal guardianship began. If Alyeska Pipeline Service Company does not receive the enrollment form within 31 days of the date legal guardianship began, refer to "Open Enrollment" section.

### **Children Covered Under Medical Child Support Orders**

When Alyeska Pipeline Service Company receives the completed enrollment form within 31 days of the date of the medical child support order, coverage for an otherwise eligible child that is required under the order will become effective on the date of the order. Otherwise, coverage will become effective on the date Alyeska Pipeline Service Company receives the enrollment form for coverage. When required charges being paid don't already include coverage for dependent children, such charges will begin from the child's effective date. Please contact your Group for detailed procedures.

### **Court-Ordered Dependent Coverage**

When Alyeska Pipeline Service Company receives the completed enrollment form within 31 days of the date of the court order, coverage for a lawful spouse and/or dependent children will become effective on the date of the order. Otherwise, coverage will become effective when Alyeska Pipeline Service Company receives the enrollment form for coverage. When required charges being paid don't already include coverage for a spouse and/or dependent children, such charges will begin from the dependent's effective date.

### **SPECIAL ENROLLMENT**

#### **Involuntary Loss Of Other Coverage**

If you don't enroll in this plan or another plan sponsored by Alyeska Pipeline Service Company when you are eligible because you aren't required to do so, you may later enroll in this plan outside of the annual open enrollment period if each of the following requirements is met:

- You were covered under group dental coverage or a dental insurance program at the time coverage under this plan is offered

- Your coverage under the other group dental coverage or dental insurance program ended as a result of one of the following:
  - Loss of eligibility for coverage (including, but not limited to, the result of legal separation, divorce, death, termination of employment, reduction in the number of hours of employment, or reaching a dental care plan's overall lifetime benefit maximum)
  - Termination of employer contributions toward such coverage; or
  - You were covered under COBRA at the time coverage under this plan was previously offered and COBRA coverage has been exhausted.

In addition, if you were covered under another health plan sponsored by Alyeska Pipeline Service Company, and you reach that plan's lifetime maximum, you also have the right to enroll in this plan if one of two things is true:

- The lifetime maximum of this plan is higher than that of the other plan
- The benefits paid under the other plan could not be credited toward this plan's lifetime maximum. (See "Plan Transfers" later in this section for credits applied for transfers between two plans offered by Alyeska Pipeline Service Company.)

When Alyeska Pipeline Service Company receives your completed enrollment form and any required charges within 31 days of the date such other coverage ended, coverage under this plan will become effective on the first of the month following receipt of your enrollment form.

When Alyeska Pipeline Service Company does not receive your completed enrollment form within 31 days of the date prior coverage ended, refer to "Open Enrollment" below.

### **Subscriber And Dependent Special Enrollment**

An eligible employee and otherwise eligible dependents who previously elected not to enroll in any of the employer's group dental plans when such coverage was previously offered, may enroll in this plan at the same time a newly acquired dependent is enrolled under "Enrollment" in the case of marriage, birth, adoption, or placement for adoption. The eligible employee may choose to enroll without enrolling any eligible dependents.

### **OPEN ENROLLMENT**

If you're not enrolled when you first become eligible, or as allowed under "Special Enrollment" above, you cannot be enrolled until Alyeska Pipeline Service Company's next "open enrollment" period. An open enrollment period occurs once a year unless otherwise agreed upon between Alyeska Pipeline Service Company and us. During this period, eligible employees and their dependents can enroll for coverage under this plan.

If Alyeska Pipeline Service Company offers multiple dental care plans and you're enrolled under one of Alyeska Pipeline Service Company's other dental care plans, enrollment for coverage under this plan can only be made during Alyeska Pipeline Service Company's open enrollment period.

### **CHANGES IN COVERAGE**

No rights are vested under this plan. Alyeska Pipeline Service Company may change its terms, benefits, and limitations at any time. Changes to this plan will apply as of the date the change becomes effective to all members and to eligible employees and dependents who become covered under this plan after the date the change becomes effective.

### **PLAN TRANSFERS**

Subscribers (with their enrolled dependents) may be allowed to transfer to this plan from another plan offered by Alyeska Pipeline Service Company. Transfers also occur if Alyeska Pipeline Service Company replaces another dental plan with this plan. Also, we may replace Alyeska Pipeline Service Company's current contract for this plan with an updated one from time to time. All transfers to this plan must occur during "open enrollment" or on another date agreed upon by us and Alyeska Pipeline Service Company.

When we update the contract for this plan, or you transfer from Alyeska Pipeline Service Company's other plan with us, and there is no lapse in your coverage, the following provisions that apply to this plan will be reduced to the extent they were satisfied and/or credited under the prior plan:

- Plan year deductible;
- Benefit maximums; and
- Lifetime maximums.

In the event an employee enrolls for coverage under a different dental plan also offered by Alyeska Pipeline Service Company, enrollment for coverage under this plan can only be made during Alyeska Pipeline Service Company's next open enrollment period.

This provision doesn't apply to transfers from plans not offered by us.

## **WHEN WILL MY COVERAGE END?**

### **EVENTS THAT END COVERAGE**

Coverage will end without notice on the last day of the month in which one of these events occurs:

- You are no longer a Regular Employee of the Employer;
- You stop making required contributions;
- You die;
- The Dental Plan ends; or
- For fraud or intentional misrepresentation of material fact under the terms of the coverage by the subscriber or the subscriber's dependents.

Your Dependent's coverage will stop on the last day of month in which:

- Your coverage ends; or
- Your Dependent is no longer eligible (e.g., divorce, age limitations).

If your dentist has ordered supplies (such as a denture) from a laboratory before your coverage ends, those charges will be covered, provided the supplies are delivered or installed within 30 days after coverage ends.

Under certain circumstances, you or your Dependents may continue coverage beyond the time when it would normally end. See "Extension of Coverage (COBRA)" for more information.

The subscriber must promptly notify Alyeska Pipeline Service Company when an enrolled family member is no longer eligible to be enrolled as a dependent under this plan by completing and submitting the enrollment form.

### **PLAN TERMINATION**

No rights are vested under this plan. Alyeska Pipeline Service Company is not required to keep the plan in force for any length of time. Alyeska Pipeline Service Company reserves the right to change or terminate this plan, in whole or in part, at any time with no liability. Plan changes are made as described in "Plan Changes" in this booklet. If the plan were to be terminated, you would only have a right to benefits for covered care you receive before the plan's end date.

## **HOW DO I CONTINUE COVERAGE?**

### **CONTINUED ELIGIBILITY FOR A DISABLED CHILD**

Coverage may continue beyond the limiting age shown in "Dependent Eligibility" for a dependent child who cannot support himself or herself because of a developmental or physical disability. The child will continue to be eligible if all the following are met:

- The child became disabled before reaching the limiting age.
- The child is incapable of self-sustaining employment by reason of developmental disability or physical handicap and is chiefly dependent upon the subscriber for support and maintenance.
- The subscriber remains covered under this plan.
- The child's required charges, if any, continue to be paid.

- Within 31 days of the child reaching the limiting age, the subscriber furnishes us and Alyeska Pipeline Service Company with a Request for Certification of Handicapped Dependent form. Alyeska Pipeline Service Company must approve the request for certification for coverage to continue.
- The subscriber provides us with proof of the child's disability and dependent status when requested. Proof will not be requested more often than once a year after the 2-year period following the child's attainment of the limiting age.

## LEAVE OF ABSENCE

Coverage for a subscriber and enrolled dependents may be continued for up to 90 days when Alyeska Pipeline Service Company grants the subscriber a leave of absence and required premium payments continue to be paid.

The 90-day leave of absence period counts toward the maximum COBRA continuation period, except as prohibited by the Family and Medical Leave Act of 1993.

## CONTINUATION UNDER USERRA

The Uniformed Services Employment And Reemployment Rights Act (USERRA) protects the job rights (including enrollment rights on employer-provided health care coverage) of individuals who voluntarily or involuntarily leave employment positions to undertake military service. If you leave your job to perform military service, you have the right to elect to continue existing employer-based health plan coverage for you and your dependents for up to 24 months while in the military. Even if you don't elect to continue coverage during your military service, you have the right to be reinstated in your employer's health plan when you are re-employed, generally without any waiting periods or exclusions except for service-connected illnesses or injuries.

Contact your employer for information on USERRA rights and requirements. You may also contact the U.S. Department of Labor at 1-866-4-USA-DOL or visit its web site at [www.dol.gov/vets](http://www.dol.gov/vets). An online guide to USERRA can be viewed at [www.dol.gov/elaws/userra.htm](http://www.dol.gov/elaws/userra.htm).

## COBRA

When group coverage is lost because of a "qualifying event" shown below, federal laws and regulations known as "COBRA" require Alyeska Pipeline Service Company to offer qualified members an election to continue their group coverage for a limited time. Under COBRA, a qualified member must apply for COBRA coverage within a certain time period and may also have to pay a monthly charge for it.

The plan will provide qualified members with COBRA coverage when COBRA's enrollment and payment requirements are met. But, coverage is provided only to the extent that COBRA requires and is subject to the other terms and limitations of this plan. Alyeska Pipeline Service Company, **not us**, is responsible for all notifications and other duties assigned by COBRA to the "plan administrator" within COBRA's time limits.

The following summary of COBRA coverage is taken from COBRA. Members' rights to this coverage and obligations under COBRA automatically change with further amendments of COBRA by Congress or interpretations of COBRA by the courts and federal regulatory agencies.

### Qualifying Events and Length of Coverage

Please contact Alyeska Pipeline Service Company immediately when one of the qualifying events highlighted below occurs. The continuation periods listed extend from the date of the qualifying event.

**Please Note:** Covered domestic partners and their children have the same rights to COBRA coverage as covered spouses and their children.

- Alyeska Pipeline Service Company must offer the subscriber and covered dependents an election to continue coverage for up to 18 consecutive months if their coverage is lost because of 1 of 2 qualifying events:
  - **The subscriber's work hours are reduced.**
  - **The subscriber's employment terminates, except for discharge due to actions defined by Alyeska Pipeline Service Company as gross misconduct.**

However, if one of the events listed above follows the covered employee's entitlement to Medicare by less than 18 months, Alyeska Pipeline Service Company must offer the covered spouse and children an election to continue coverage for up to 36 months starting from the date of the Medicare entitlement. This happens only if the event would have caused a similar dependent who was not on COBRA coverage to lose coverage under this plan.

- COBRA coverage can be extended if a member who lost coverage due to a reduction in hours or termination of employment is determined to be disabled under Title II (OASDI) or Title XVI (SSI) of the Social Security Act at any time during the first 60 days of COBRA coverage. In such cases, all family members who elected COBRA may continue coverage for up to a total of 29 consecutive months from the date of the reduction in hours or termination.
- Alyeska Pipeline Service Company must offer the covered spouse or children an election to continue coverage for up to 36 consecutive months if their coverage is lost because of 1 of 4 qualifying events:
  - **The subscriber dies.**
  - **The subscriber and spouse legally separate or divorce.**
  - **The subscriber becomes entitled to Medicare.**
  - **A child loses eligibility for dependent coverage.**

In addition, the occurrence of one of these events during the 18-month period described above can extend that period for a continuing dependent. The extended period will end no later than 36 months from the date of the first qualifying event.

## Conditions of COBRA Coverage

For COBRA coverage to become effective, all of the requirements below must be met:

### You Must Give Notice Of Some Qualifying Events

The plan will offer COBRA coverage only after Alyeska Pipeline Service Company receives timely notice that a qualifying event has occurred.

The subscriber or affected dependent must notify Alyeska Pipeline Service Company in the event of a divorce, legal separation, child's loss of eligibility as a dependent, or any second qualifying event which occurs within the 18-month period as described in "Qualifying Events And Lengths Of Coverage." The subscriber or affected dependent must also notify Alyeska Pipeline Service Company if the Social Security Administration determines that the subscriber or dependent was disabled on any of the first 60 days of COBRA coverage. You also have the right to appoint someone to give Alyeska Pipeline Service Company this notice for you.

### **If the required notice is not given or is late, the qualified member loses the right to COBRA coverage.**

Except as described below for disability notices, the subscriber or affected dependent has 60 days in which to give notice to Alyeska Pipeline Service Company. The notice period starts on the date shown below.

- For determinations of disability, the notice period starts on the **later** of: 1) the date of the subscriber's termination or reduction in hours; 2) the date qualified member would lose coverage as the result of one of these events; or 3) date of the disability determination. **Please note: Determinations that a qualified member is disabled must be given to Alyeska Pipeline Service Company before the 18-month continuation period ends. This means that the subscriber or qualified member might not have the full 60 days in which to give the notice.** Please include a copy of the determination with your notice to **Alyeska Pipeline Service Company**.

Note: The subscriber or affected dependent must also notify Alyeska Pipeline Service Company if a qualified member is deemed by the Social Security Administration to no longer be disabled. See "When COBRA Coverage Ends."

- For the other events above, the 60-day notice period starts on the **later** of: 1) the date of the qualifying event, or 2) the date the qualified member would lose coverage as a result of the event.

**Important Note: Alyeska Pipeline Service Company must tell you where to direct your notice and any other procedures that you must follow. If Alyeska Pipeline Service Company informs you of its notice procedures after the notice period start date above for your qualifying event, the notice period will not start until the date you're informed by Alyeska Pipeline Service Company.**

Alyeska Pipeline Service Company must notify qualified members of their rights under COBRA. If Alyeska Pipeline Service Company has named a third party as its plan administrator, the plan administrator is responsible to notify members on behalf of Alyeska Pipeline Service Company. In such cases, Alyeska Pipeline Service Company has 30 days in which to notify its plan administrator of a subscriber's termination of employment, reduction in hours, death or Medicare entitlement. The plan administrator then has 14 days after it receives notice of a qualifying event from Alyeska Pipeline Service Company (or from a qualified member as stated above) in which to notify qualified members of their COBRA rights.

If Alyeska Pipeline Service Company itself is the plan administrator, it has more than 14 days in which to give notice for certain qualifying events. Alyeska Pipeline Service Company must furnish the notice required because of a subscriber's termination of employment, reduction in hours, death or Medicare entitlement no later than 44 days after the **later** of 1) the date of the qualifying event, or 2) the date coverage would end in the absence of COBRA. For all other qualifying events, the 14-day notice time limit applies.

### **You Must Enroll And Pay On Time**

- You must elect COBRA coverage no more than 60 days after the **later** of 1) the date coverage was to end because of the qualifying event, or 2) the date you were notified of your right to elect COBRA coverage. You may be eligible for a second COBRA election period if you qualify under section 201 of the Federal Trade Act of 2002. Please contact Alyeska Pipeline Service Company for more information if you believe this may apply to you.

Each qualified member will have an independent right to elect COBRA coverage. Subscribers may elect COBRA coverage on behalf of their spouses, and parents may elect COBRA coverage on behalf of their children.

- You must send your first monthly payment to Alyeska Pipeline Service Company no more than 45 days after the date you elected COBRA coverage.
- Subsequent monthly payments must also be made to Alyeska Pipeline Service Company.

### **Adding Family Members**

Eligible family members may be added after the continuation period begins, but only as allowed under "Special Enrollment" or "Open Enrollment" in the "When Does Coverage Begin" section. With one exception, family members added after COBRA begins aren't eligible for further coverage if they later have a qualifying event or if they are determined to be disabled as described under "Qualifying Events And Lengths Of Coverage" earlier in this COBRA section. The exception is that a child born to or placed for adoption with a covered employee while the covered employee is on COBRA has the same COBRA rights as family members on coverage at the time of the original qualifying event. The child will be covered for the duration of the covered employee's initial 18-month COBRA period, unless a second qualifying event occurs which extends the child's coverage. COBRA coverage is subject to all other terms and limitations of this plan.

### **Keep Alyeska Pipeline Service Company Informed Of Address Changes**

In order to protect your rights under COBRA, you should keep Alyeska Pipeline Service Company informed of any address changes. It is a good idea to keep a copy, for your records, of any notices you send to Alyeska Pipeline Service Company.

### **When COBRA Coverage Ends**

COBRA coverage will end on the last day for which any charge required for it has been paid in the monthly period in which the first of the following occurs:

- The applicable continuation period expires.
- The next monthly charge isn't paid when due or within the 30-day COBRA grace period.
- When coverage is extended from 18 to 29 months due to disability (see "Qualifying Events And Lengths Of Coverage" in this section), COBRA coverage beyond 18 months ends if there's a final determination that a qualified member is no longer disabled under the Social Security Act. However, coverage won't end on the date shown above, but on the last day for which charges have been paid in the first month that begins more than 30 days after the date of the determination. The subscriber or affected dependent must provide Alyeska Pipeline Service Company with a copy of the Social Security Administration's determination within 30 days after the **later** of: 1) the date of the determination, or 2) the date on which the subscriber or affected dependent was informed that this notice should be provided and given procedures to follow.
- You become covered under another group dental care plan after the date you elect COBRA coverage. However, if the new plan contains an exclusion or limitation for a pre-existing condition, coverage doesn't end for this reason until the exclusion or limitation no longer applies.
- You become entitled to Medicare after the date you elect COBRA coverage.
- Alyeska Pipeline Service Company ceases to offer group health care coverage to any employee.

## **If You Have Questions**

Questions about your plan or your rights under COBRA should be addressed to the plan contacts provided by Alyeska Pipeline Service Company. For more information about your rights under ERISA, COBRA, the Health Insurance Portability and Accountability Act (HIPAA), and other laws affecting group health plans, contact the nearest Regional or District Office of the U.S. Department of Labor's Employee Benefits Security Administration (EBSA) in your area or visit the EBSA web site at [www.dol.gov/ebsa](http://www.dol.gov/ebsa). Addresses and phone numbers of Regional and District EBSA Offices are available through EBSA's web site.

## **HOW DO I FILE A CLAIM?**

Many providers will submit their bills to us directly. However, if you need to submit a claim to us, follow these simple steps:

### **Step 1**

Complete a Subscriber Claim Form. A separate Subscriber Claim Form is necessary for each patient and each provider. Subscriber Claim Forms are available from us.

### **Step 2**

Attach the itemized bill. The itemized bill must contain all of the following information.

- Names of the subscriber and the member who incurred the expense
- Identification numbers for both the subscriber and Alyeska Pipeline Service Company (these are shown on the subscriber's identification card)
- Name, address, and IRS tax identification number of the provider
- Information about other insurance coverage
- Procedure codes (ADA) for each service.
- Dates of service and itemized charges for each service rendered
- If the services rendered are for treatment of an accidental injury, the date, time, location, and a brief description of the accident

### **Step 3**

If you're also covered by Medicare, and Medicare is primary, you must attach a copy of the "Explanation of Medicare Benefits."

### **Step 4**

Check that all required information is complete. Bills received won't be considered to be claims until all necessary information is included.

### **Step 5**

Sign the Subscriber Claim Form in the space provided.

### **Step 6**

Mail your claims to the address listed inside the front cover of this booklet

You should submit all claims within 90 days of the start of service or within 30 days after the service is completed. We must receive claims:

- Within 365 days of discharge for hospital or other medical facility expenses, or within 365 days of the date on which expenses were incurred for any other services or supplies; or
- For members who have Medicare, within 90 days of the process date shown on the Explanation of Medicare Benefits, whichever is greater.

We won't provide benefits for claims we receive after the later of these 2 dates, nor will we provide benefits for claims which were denied by Medicare because they were received past Medicare's submission deadline.

## **CLAIMS PROCEDURE**

Claims for benefits will be processed under the following time frames:

- If the claim includes all of the information we need to process the claim, we will process it within 30 calendar days of receipt.
- If we need more information to process the claim, we will tell you or the provider who submitted the claim that we need more information. We will make that request within 30 calendar days of receipt.
- Once we receive the additional information, we will process your claim within 30 calendar days from the date we initially received the claim or 15 calendar days after we receive the information, whichever period is longer.

If we do not pay the claim or provide notice within the time frames stated above, interest shall accrue at a rate of 15% annually. Interest will not be paid if the amount of interest is \$1 or less.

When we process your claim, we will send a written notice explaining how the claim was processed. If the claim is denied in whole or in part, we will send a written notice that states the reason for the denial, and information on how to request an appeal of that decision.

At any time, you have the right to appoint someone to pursue the claim on your behalf. This can be a doctor, lawyer, or a friend or relative. You must notify us in writing and give us the name, address, and telephone number where your appointee can be reached.

### **Care Received Outside the United States**

When you submit a claim for care you received outside the United States, please include whenever possible: a detailed description, in English, of the dental services received; the names and credentials of the treating providers, and dental records or chart notes.

To process your foreign claim, we will convert the foreign currency amount on the claim into US dollars for claims processing. We use a national currency converter (available at [www.oanda.com](http://www.oanda.com)) as follows:

- For professional outpatient services and other care with single dates of service, we use the exchange rate on the date of service.

## **YOUR QUESTIONS, COMPLAINTS AND APPEALS**

Please call Customer Service when you have questions about a benefit or coverage decision or the quality or availability of a health care service. Customer Service can quickly and informally correct errors and clarify benefits. There may be times when Customer Service will ask you to submit your complaint for review through the formal appeals process outlined below.

We suggest that you call your provider of care when you have questions about the health care services they provide.

If you need an interpreter to help with oral translation services, please call us. Customer Service will be able to guide you through the service.

### **WHEN YOU DISAGREE WITH A PAYMENT OR BENEFIT DECISION**

If payment or benefits were denied in whole or in part, and you disagree with that decision, you have the right to ask the plan to review that adverse benefit determination through a formal, internal appeals process.

This plan's appeals process will comply with any requirements as necessary under federal laws and regulations.

#### **What is an adverse benefit determination?**

An adverse benefit determination means any of the following: a denial, reduction, or termination of, or a failure to provide or make payment, in whole or in part for a benefit, including any such denial, reduction, termination, or failure to provide or make payment that is based on a determination of a participant's or beneficiary's eligibility to participate in this plan, rescission of coverage, and including, with respect to this plan, a denial reduction, or termination of, or a failure to provide or make payment in whole or in part for, a benefit resulting from the application of any utilization review, as well as a failure to cover an item or service for which benefits are otherwise provided because it is determined to be experimental or investigational or not medically necessary or appropriate.

### **WHEN YOU HAVE AN APPEAL**

Your plan includes two levels of internal appeals.

Your Level I internal appeal will be reviewed by individuals who were not involved in the initial adverse benefit

determination. If the adverse benefit determination involved medical judgment, the review will be provided by a health care provider who holds the same professional license as the treating provider. They will review all of the information relevant to your appeal and will provide a written determination. If you are not satisfied with the decision, you may request a Level II appeal.

Your Level II internal appeal will be reviewed by a panel that includes a health care provider who holds the same professional license as the treating provider and individuals who were not involved in the Level I appeal. If the adverse benefit determination involved medical judgment, the review will be provided by a health care provider who holds the same professional license as the treating provider. You may participate in the Level II panel meeting in person or by phone to present evidence and testimony. Please contact us for additional information about this process.

### **Who may file an internal appeal?**

You or your authorized representative, someone you have named to act on your behalf, may file an appeal. To appoint an authorized representative, you must sign an authorization form and mail or fax the signed form to the address or phone number listed below. This release provides us with the authorization for this person to appeal on your behalf and allows our release of information, if any, to them.

Please call us for an authorization form. You can also obtain a copy of this form on our website at [premera.com](http://premera.com).

### **HOW DO I FILE AN INTERNAL APPEAL?**

You or your authorized representative may file an appeal by writing to the address listed below. Your appeal request must be received as follows:

- For a Level I internal appeal, within 180 calendar days of the date you were notified of the adverse benefit determination. If you are hospitalized or traveling, or have other reasonable cause why you can't submit the appeal within the timeframe, it will be extended to 180 days from the end of the event (hospitalization, travel, or other circumstance).
- For a Level II internal appeal, within 60 calendar days of the date you were notified of the Level I determination. If you are hospitalized or traveling, or for other reasonable cause beyond your control, we will extend this timeline up to 180 calendar days to allow you to obtain additional medical documentation, physician consultations or opinions.

### **You may submit your written appeal request to:**

Premiera Blue Cross Blue Shield of Alaska

Attn: Appeals Department

P.O. Box 91102 MS 123

Seattle, WA 98111-9202

Or, you may fax your request to:

Appeals Department

(425) 918-5592

If you need help filing an appeal, or would like a copy of the appeals process, please call Customer Service at the number listed on the inside front cover of this benefit booklet.

### **How will I know that you received my request for an appeal?**

A written notice acknowledging receipt of your appeal request will be sent to you.

### **What if my situation is clinically urgent?**

If your provider believes that your situation is clinically urgent under law, your appeal will be conducted on an expedited basis. A clinically urgent situation means one in which your health may be in serious jeopardy or, in the opinion of your physician, you may experience pain that cannot be adequately controlled while you wait for a decision on your appeal. You may request an expedited internal appeal by calling Customer Service at the number listed on the inside front cover of this booklet.

If your situation is clinically urgent, you may also request an expedited external review at the same time you request an expedited internal appeal.

### **Can I provide additional information for my appeal?**

You may supply additional information to support your appeal at the time you file an appeal or at a later date by mailing or faxing to the address and fax number listed above. Please provide this information as soon as possible.

### **Can I request copies of information relevant to my appeal?**

You can request copies of information relevant to the adverse benefit determination. This information will be provided as well as any new or additional information that was considered, relied upon or generated in connection to your appeal as soon as possible and free of charge. You will have the opportunity to review this information and respond before a decision is made.

### **What happens next?**

The adverse benefit determination will be reviewed and you will receive a written decision as stated below:

- Expedited appeals: as soon as possible, but no later than 72 hours after we received your request. You will be notified of the decision by phone, fax or email and will be followed by a written decision.
- Adverse benefit determinations made prior to you receiving services: 15 days of the date we received your request
- All other appeals: within 30 days of the date we received your request.

If the adverse benefit determination is upheld, you will be provided information about your right to a Level II internal appeal or your right to external review at the end of the internal appeals process.

### **Appeals Regarding Ongoing Care**

If you appeal a decision to change, reduce or end coverage of ongoing care for a previously approved course of treatment because the service or level of service is no longer medically necessary or appropriate, we will suspend the plan's denial of benefits during the internal appeal period. The plan's provision of benefits for services received during the internal appeal period does not, and should not be construed to, reverse the plan's denial. If the decision is upheld, you must repay all amounts the plan paid for such services. You will also be responsible for any difference between the allowable charge and the provider's billed charge.

### **OTHER RESOURCES TO HELP YOU**

If you have questions about understanding a denial of a claim or your appeal rights, you may contact Customer Service for assistance.

You can also contact the Employee Benefits Security Administration (EBSA) of the U.S. Department of labor at 1-866-444-EBSA (3272).

### **OTHER INFORMATION ABOUT THIS PLAN**

This section tells you about how this plan is administered. It also includes information about federal and state requirements we and Alyeska Pipeline Service Company must follow and other information that must be provided to you.

#### **Conformity With The Law**

If any provision of Alyeska Pipeline Service Company Contract or any amendment is deemed to be in conflict with applicable state or federal laws or regulations, upon discovery of such conflict the plan will be administered in conformance with the requirements of such laws and regulations as of their effective date.

#### **Evidence Of Dental Necessity**

We have the right to require proof of dental necessity for any services or supplies you receive before benefits under this plan are provided. You or your dental care providers may submit this proof. No benefits will be available if the proof isn't provided or acceptable to the plan.

#### **Intentionally False Or Misleading Statements**

If this plan's benefits are paid in error due to any intentionally false or misleading statements, the plan will be entitled to recover these amounts. See the "Right Of Recovery" section.

If you make any intentionally false or misleading statements on any application or enrollment form that affects your acceptability for coverage, we may, as directed by Alyeska Pipeline Service Company:

- Deny your claim;
- Reduce the amount of benefits provided for your claim; or
- Void your coverage under this plan. (Void means to cancel coverage back to its effective date as if it had never existed at all.)

### **Limitations Of The Plan's Liability**

The Claims Administrator, Alyeska Pipeline Service Company and the Plan are not liable for any of the following:

- Situations such as epidemics or disasters that prevent members from getting the care they need
- The quality of services or supplies received by members, or the regulation of the amounts charged by any provider, since all those who provide care do so as independent contractors
- Providing any type of hospital, medical, dental, vision or similar care
- Harm that comes to a member while in a provider's care
- Amounts in excess of the actual cost of services and supplies
- Amounts in excess of this plan's maximums. This includes recovery under any claim of breach.
- General or special damages including, without limitation, alleged pain, suffering, mental anguish or consequential damages

### **Member Cooperation**

You're under a duty to cooperate with us and Alyeska Pipeline Service Company in a timely and appropriate manner in our administration of benefits. You're also under a duty to cooperate with us and Alyeska Pipeline Service Company in the event of a lawsuit.

### **Notice Of Information Use And Disclosure**

We may collect, use or disclose certain information about you. This protected personal information (PPI) may include dental information, or personal data such as your address, telephone number or Social Security number. We may receive this information from or release it to dental care providers, insurance companies or other sources.

This information is collected, used or disclosed for conducting routine business operations such as:

- Underwriting and determining your eligibility for benefits and paying claims;
- Coordinating benefits with other dental care plans;
- Conducting care management, case management or quality reviews; and,
- Fulfilling other legal obligations that are specified under the plan and our administrative services contract with Alyeska Pipeline Service Company

This information may also be collected, used or disclosed as required or permitted by law.

To safeguard your privacy, we take care to ensure that your information remains confidential by having a company confidentiality policy and by requiring all employees to sign it.

If a disclosure of PPI isn't related to a routine business function, we remove anything that could be used to easily identify you or we obtain your prior written authorization.

You have the right to request inspection and /or amendment of records retained by us that contain your PPI. Please contact our Customer Service Department and ask that a representative mail a request form to you.

### **Notice Of Other Coverage**

As a condition of receiving benefits under this plan, you must notify us of:

- Any legal action or claim against another party for a condition or injury for which we provide benefits, and the name and address of that party's insurance carrier
- The name and address of any insurance carrier that provides:
  - Personal injury protection (PIP)
  - Underinsured motorist coverage
  - Uninsured motorist coverage
- Any other insurance under which you are or may be entitled to recover compensation

- The name of any group or individual insurance plans that cover you

### **Notices**

Any notice we're required to submit to Alyeska Pipeline Service Company or subscriber will be considered to be delivered if mailed to Alyeska Pipeline Service Company or subscriber, at the most recent address appearing on our records. We'll use the date of postmark in determining the date of our notification. If you are required to submit notice to us, it will be considered delivered on the postmark date or the date we receive it, if not postmarked.

### **Right Of Recovery**

On behalf of the plan, we have the right to recover amounts the plan paid that exceed the amount for which the plan is liable. Such amounts may be recovered from the subscriber or any other payee, including a provider. Or, such amounts may be deducted from future benefits of the subscriber or any of his or her dependents (even if the original payment wasn't made on that member's behalf) when the future benefits would otherwise have been paid directly to the subscriber or to a provider who doesn't have a contract with us.

### **Right To And Payment Of Benefits**

Benefits of this plan are available only to members. Except as required by law, we won't honor any attempted assignment, garnishment or attachment of any right of this plan. In addition, members may not assign a payee for claims, payments or any other rights of this plan. At our option only, we have the right to direct the benefits of this plan to:

- The subscriber
- A provider
- Another health insurance carrier
- The member
- Another party legally entitled under federal or state medical child support laws
- Jointly to any of the above

Payment to any of the above satisfies the plan's obligation as to payment of benefits.

### **Venue**

All suits or legal proceedings, including arbitration proceedings, brought against us, the plan, or Alyeska Pipeline Service Company by you or anyone claiming any right under this plan must be filed:

- Within three years of the date we denied, in writing, the rights or benefits claimed under this plan, or of the completion date of the independent review process if applicable; and
- In a mutually agreed upon location.

### **Workers' Compensation Insurance**

This contract doesn't replace, affect or supplement any state or federal requirement for Alyeska Pipeline Service Company to provide workers' compensation insurance, employer's liability insurance, or other similar insurance. When an employer is required by law to provide or has the option to provide workers' compensation insurance, employer's liability insurance, or other similar insurance and doesn't provide such coverage for its employees, the benefits available under this plan won't be provided for illnesses and/or injuries arising out of the course of employment that are or would be covered by such insurance, unless otherwise excepted under the "What's Not Covered?" section.

## **WHAT ARE MY RIGHTS UNDER ERISA?**

### **Name Of Plan**

Alyeska Group Dental Plan for Operating Company Employees

### **Plan Number**

501

### **Plan Group Number**

9000000

This employee welfare benefit plan that is subject to the Federal Employee Retirement Income Security Act of 1974 (ERISA). This employee welfare benefit plan is called the "ERISA Plan" in this section.

When used in this section, the term "ERISA Plan" refers to Alyeska Pipeline Service Company's employee welfare benefit plan. The "ERISA Plan administrator" is Alyeska Pipeline Service Company or an administrator named by Alyeska Pipeline Service Company. Premera Blue Cross Blue Shield of Alaska is **not** the ERISA plan administrator.

As a participant in an employee welfare benefit plan, the subscriber has certain rights and protections. This statement explains those rights.

ERISA provides that all plan participants shall be entitled to:

- Examine without charge, at the ERISA Plan administrator's office and at other specified locations (such as work sites and union halls), all documents governing the ERISA Plan, including insurance contracts and collective bargaining agreements. (Please note that our contract with Alyeska Pipeline Service Company by itself doesn't meet all the requirements for an ERISA plan document.) If the ERISA Plan is required to file an annual report with the U.S. Department of Labor, plan participants shall be entitled to examine a copy of its latest annual report (Form 5500 Series) filed and available at the Public Disclosure Room of the Employee Benefits Security Administration.
- Obtain, upon written request to the ERISA Plan administrator, copies of documents governing the operation of the ERISA Plan, including insurance contracts and collective bargaining agreements and updated summary plan descriptions. (Please note that this booklet by itself does not meet all the requirements for a summary plan description.) If the ERISA Plan is required to file an annual report with the U.S. Department of Labor, plan participants shall be entitled to obtain copies of the latest annual report (Form 5500 Series). The administrator may make a reasonable charge for the copies.
- Receive a summary of the ERISA Plan's annual financial report, if ERISA requires the ERISA Plan to file an annual report. The ERISA Plan administrator for such plans is required by law to furnish each participant with a copy of this summary annual report. You may review copies of these texts and the annual financial report of the Plan filed with the IRS, during normal business hours. If you work outside the Anchorage area, or if you want the official Plan texts mailed to you, send a written request to: Alyeska Pipeline Service Company, Compensation & Benefits – PO Box 196660, MS 536, Anchorage, Alaska 99519.
- Continue dental care coverage for yourself, spouse or dependents if there's a loss of coverage under the plan as a result of a qualifying event. You or your dependents may have to pay for such coverage. Review this summary plan description and the documents governing the plan on the rules governing your COBRA continuation coverage rights.

In addition to creating rights for plan participants, ERISA imposes duties upon the people who are responsible for the operation of the employee benefit plan. The people who operate your ERISA Plan, called "fiduciaries" of the plan, have a duty to do so prudently and in the interest of you and other plan participants and beneficiaries. Alyeska Pipeline Service Company has delegated to us the discretionary authority to determine eligibility for benefits and to construe the terms used in the plan to the extent stated in our administrative services contract with Alyeska Pipeline Service Company. No one, including your employer, your union or any other person, may fire you or otherwise discriminate against you in any way to prevent you from obtaining a welfare benefit or exercising your rights under ERISA.

If your claim for a welfare benefit is denied or ignored, in whole or in part, you have a right to know why this was done, to obtain copies of documents relating to the decision without charge, and to appeal any denial, all within certain time schedules.

Under ERISA, there are steps you can take to enforce the above rights. For instance, if you request a copy of plan documents or the latest annual report from the ERISA Plan and don't receive them within 30 days, you may file suit in a federal court. In such a case, the court may require the ERISA Plan administrator to provide the materials and pay you up to \$110 a day until you receive the materials, unless the materials weren't sent because of reasons beyond the control of the administrator. If you have a claim for benefits which is denied or ignored, in whole or in part, you may file suit in a state or federal court. In addition, if you disagree with the ERISA Plan's decision or lack thereof concerning the qualified status of a domestic relations order or a medical child support order, you may file suit in federal court.

If it should happen that ERISA Plan fiduciaries misuse the ERISA Plan's money, or if you're discriminated against for asserting your rights, you may seek assistance from the U.S. Department of Labor, or you may file suit in a federal court. The court will decide who should pay court costs and legal fees. If you're successful the court may

order the person you sued to pay these costs and fees. If you lose, the court may order you to pay these costs and fees, for example, if it finds your claim is frivolous.

**Please Note:** Under ERISA, the ERISA Plan administrator is responsible for furnishing each participant and beneficiary with a copy of the summary plan description.

If you have any questions about your employee welfare benefit plan, you should contact the ERISA Plan administrator. If you have any questions about this statement or about your rights under ERISA, or if you need assistance in obtaining documents from the ERISA Plan administrator, you should contact either:

- The office of the Employee Benefits Security Administration, U.S. Department of Labor, 300 Fifth Ave., Suite 1280, Seattle, WA 98104; or
- The Division of Technical Assistance and Inquiries, Employee Benefits Security Administration, U.S. Department of Labor, 200 Constitution Ave. N.W., Washington, D.C. 20210.

You may also obtain certain publications about your rights and responsibilities under ERISA by calling the publications hotline of the Employee Benefits Security Administration at 1-866-444-3272.

## DEFINITIONS

The terms listed throughout this section have specific meanings under this plan. We have the discretionary authority to determine the terms used in this plan.

### Accidental Injury

Physical harm caused by a sudden and unforeseen event at a specific time and place. It's independent of illness, except for infection of a cut or wound. **Please Note:** An accidental injury doesn't include damage caused by biting or chewing, even if due to a foreign object in food.

### Allowable Charge

The allowable charge shall mean one of the following depending on whether the dental care provider is participating or non-participating:

- **Dental Care Providers Who Have Agreements With Us**

The amount for dentally necessary services and supplies these providers have agreed to accept as payment in full pursuant to the applicable agreement between us and the provider. These providers agree to seek payment from us when they furnish covered services to you. You'll be responsible only for any applicable plan year deductibles, coinsurance, charges in excess of the stated benefit maximums, and charges for services and supplies not covered under this plan.

Your liability for any applicable plan year deductibles, coinsurance and amounts applied toward benefit maximums will be calculated on the basis of the allowable charge.

- **Dental Care Providers Who Don't Have Agreements With Us**

The allowable charge will be the maximum allowable charge as determined by {OURNAME} in the area where the services were provided, but in no case higher than the 90<sup>th</sup> percentile of provider fees in that geographic area.

When you seek services from dental care providers that don't have agreements with us, your liability is for any amount above the allowable charge, and for any applicable plan year deductibles, coinsurance, amounts that are in excess of stated benefit maximums and charges for non-covered services and supplies.

We reserve the right to determine the amount allowed for any given service or supply.

### Dental Emergency

A condition requiring prompt or urgent attention due to trauma and/or pain caused by a sudden unexpected injury, acute infection or similar occurrence.

### Dentally Necessary

Those covered services and supplies that a dentist, exercising prudent clinical judgment, would provide to a patient for the purpose of preventing, evaluating, diagnosing or treating an illness, injury, disease or its symptoms, and that are:

- In accordance with generally accepted standards of dental practice

- Clinically appropriate, in terms of type, frequency, extent, site and duration, and considered effective for the patient's illness, injury or disease
- Not primarily for the convenience of the patient, dentist, or other dental care provider, and not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of that patient's illness, injury or disease

For those purposes, "generally accepted standards of dental practice" means standards that are based on authoritative dental or scientific literature.

Decisions regarding dental necessity are based on the criteria stated above. If you disagree with a decision that has been made, you have the right to additional review. See the "What If I Have A Question or An Appeal" section in this booklet for an explanation of the appeals process.

## **Dentist**

One who is licensed to provide services in the state where the services are rendered as a:

- Doctor of Medical Dentistry (D.M.D.); or
- Doctor of Dental Surgery (D.D.S).

## **Effective Date**

The date on which your coverage under this plan begins. If you re-enroll in this plan after a lapse in coverage, the date that the coverage begins again will be your effective date.

## **Eligibility Waiting Period**

The length of time that must pass before a subscriber or dependent is eligible to be covered under the dental care plan. If a subscriber or dependent enrolls under the "Special Enrollment" provisions of this plan or enrolls on a date other than when first eligible to enroll, any period prior to such enrollment isn't considered an eligibility waiting period, unless all or part of the initial eligibility waiting period hadn't been met.

## **Enrollment Date**

For the subscriber and eligible dependents who enroll when the subscriber is first eligible, the enrollment date is the subscriber's date of hire. There is one exception to this rule. If the subscriber was hired into a class of employees to which Alyeska Pipeline Service Company doesn't provide coverage under this plan, but was later transferred to a class of employees to which Alyeska Pipeline Service Company does provide coverage under this plan, the enrollment date is the date the subscriber enters the eligible class of employees. (For example, the enrollment date for a seasonal employee who was made permanent after six months would be the date the employee started work as a permanent employee.). For subscribers who don't enroll when first eligible and for dependents added after the subscriber's coverage starts, the enrollment date is the effective date of coverage.

## **Experimental/Investigational Services**

Experimental or investigational services include a treatment, procedure, equipment, drug, drug usage, medical device or supply that meets one or more of the following criteria as determined by us:

- A drug or device that can't be lawfully marketed without the approval of the U.S Food and Drug Administration, and hasn't been granted such approval on the date the service is provided.
- The service is subject to oversight by an Institutional Review Board.
- No reliable evidence demonstrates that the service is effective, in clinical diagnosis, evaluation, management or treatment of the condition.
- The service is the subject of ongoing clinical trials to determine its maximum tolerated dose, toxicity, safety or efficacy.
- Evaluation of reliable evidence indicates that additional research is necessary before the service can be classified as equally or more effective than conventional therapies.

Reliable evidence includes but isn't limited to reports and articles published in authoritative peer reviewed medical and scientific literature, and assessments and coverage recommendations published by the Blue Cross Blue Shield Association Technical Evaluation Center (TEC).

## **Group**

Alyeska Pipeline Service Company

**Member (also called “You” and “Your”)**

A person covered under this plan as an employee, subscriber or dependent.

**Orthodontia**

The branch of dentistry that specializes in the correction of tooth arrangement problems, including poor relationships between the upper and lower teeth (malocclusion).

**Plan (also called “This Plan” or “The Plan”)**

Alyeska Pipeline Service Company’s self-funded plan described in this booklet.

**Plan Year**

The period of 12 consecutive months that starts each March 1 at 12:01 a.m. and ends on the last day in February at midnight.

**Provider (also called “Covered Provider” or "Dental Care Provider")**

A dentist or other dental care professional named in this plan that is licensed or certified as required by the state in which the services were received to provide a dental service or supply, and who does so within the lawful scope of that license or certification.

**Subscriber**

An enrolled employee of Alyeska Pipeline Service Company. Coverage under this plan is established in the subscriber’s name.

**Subscription Charges**

The monthly rates to be paid by the member that are set by the Group as a condition of the member's coverage under the plan.

**Temporomandibular Joint (TMJ) Disorders**

TMJ disorders include those disorders which have one or more of the following characteristics: pain in the musculature associated with the temporomandibular joint, internal derangements of the temporomandibular joint, arthritic problems with the temporomandibular joint, or an abnormal range of motion or limitation of motion of the temporomandibular joint.

**We, Us and Our**

Means Premera Blue Cross Blue Shield of Alaska.



# **where to send claims**

**MAIL YOUR CLAIMS TO:**

Premera Blue Cross Blue Shield of Alaska

P.O. Box 240609

Anchorage, AK 99524-0609

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[www.premera.com](http://www.premera.com)