

# *Summary Plan Description*

**Delta Dental PPO**

**for**

**ST NORBERT COLLEGE**

**90115**



## *Table of Contents*

- I.** Plan Description Information
- II.** Description of Benefits
- III.** Claims Procedures

## ***I. Plan Description Information***

1. Plan Name (“Plan”): St. Norbert College Group Dental Plan
2. Plan Sponsor: St. Norbert College  
100 Grant St.  
De Pere, WI 54115
3. Plan Administrator and Named Fiduciary:  
St. Norbert College  
100 Grant St.  
De Pere, WI 54115  
920-403-3982
4. Plan Sponsor’s Employer Identification Number (EIN): 39-1399196.
5. The Plan provides dental benefits for participating employees, and their enrolled dependents. The Plan is a self-funded plan, and benefits are payable solely from the Plan Sponsor’s general assets. The Plan Sponsor, as Plan Administrator, is responsible for all claims decisions and the payment of the claims.
6. Plan benefits described in this booklet are effective January 1, 2015.
7. The Plan year is January 1 through December 31.
8. Agent for service of legal process:  
  
Jesse Albers  
St. Norbert College  
100 Grant St.  
De Pere, WI 54115
9. The Claims Administrator is responsible for performing certain delegated administrative duties, including the processing of claims. The Plan has full and final authority on all claim denial disputes. The Claims Administrator is:  
  
Delta Dental of Wisconsin  
P.O. Box 828  
Stevens Point, WI 54481  
Telephone: 715-344-6087  
Toll Free: 800-236-3712

10. The Plan's contributions are shared by the employer and employee. The employer contribution is subject to change each year, depending upon claims experience and Plan expenses. The employer will pay a portion of the total annual premium for employees.
11. Each employee participating in the Plan is sent an email with information that the Plan and the Summary Plan Description, both of which are this booklet, are posted on the company intranet. This document contains information regarding eligibility requirements, termination provisions, a description of the benefits provided and other Plan information.
12. The Plan benefits and/or contributions may be modified or amended from time to time, or may be terminated at any time by the Plan Sponsor. Significant changes to the Plan, including termination, will be communicated to covered persons as required by applicable law.
13. Upon termination of the Plan, the rights of the covered persons to benefits are limited to claims incurred and payable by the Plan up to the date of termination. Plan assets, if any, will be allocated and disposed of for the exclusive benefit of the covered persons, except that any taxes and administration expenses may be made from the Plan assets.
14. The Plan does not constitute a contract between the employer and any covered person and will not be considered as an inducement or condition of the employment of any employee. Nothing in the Plan will give any employee the right to be retained in the service of the employer, or for the employer to discharge any employee at any time.
15. This Plan is not in lieu of and does not affect any requirement for coverage by Workers' Compensation insurance.

## ***II. Description of Benefits***

Delta Dental has been selected by your employer to provide your dental benefits administration. All of us at Delta Dental are pleased to provide this service to you and any dependents you have enrolled. As a participant of this dental Plan, you are free to see any dentist you choose on a treatment-by-treatment basis whether or not the dentist is included in our Delta Dental PPO Dentist Directory. It is important to remember, however, that your out-of-pocket costs may be lower when you see a Delta Dental PPO dentist.

### **Delta Dental PPO Dentists**

Delta Dental PPO Dentists have signed a contract with Delta Dental, agreeing to accept reduced fees for the dental procedures they provide. This reduces your out-of-pocket costs, because you will be responsible only for applicable deductible amounts, copayments and coinsurance for benefits. And because these dentists agree to fees approved by Delta Dental, they receive payment directly from Delta Dental.

### **Dentists Outside the Delta Dental PPO Network**

#### ***Delta Dental Premier Dentists***

Delta Dental Premier Dentists have signed a contract with Delta Dental, agreeing to accept direct payment from Delta Dental. They have also agreed not to charge you any amount that exceeds the Maximum Plan Allowance (MPA). However, you are still responsible for deductibles, copayments, coinsurance, and fees for services that are not benefits under this dental Plan.

The Maximum Plan Allowance is the total dollar amount allowed for a specific benefit. The Maximum Plan Allowance will be reduced by any deductible and coinsurance you are required to pay.

#### ***Noncontracted Dentists***

If your dentist has not signed a contract with Delta Dental, claim payments will still be calculated based on the MPA, but they will be sent directly to you rather than to the dentist. You will then reimburse your dentist through his or her usual billing procedure. You will be responsible for any amount in excess of the Maximum Plan Allowance, as well as any deductible, copayment, coinsurance, and fees for services that are not benefits under this dental Plan.

Please note that if the fee charged by a noncontracted dentist is not allowed in full, Delta Dental is not implying that the dentist is overcharging. Dental fees vary and are based on each dentist's overhead, skill, and experience. Therefore, not every dentist will have fees that fall within the MPA.

For information on Delta Dental PPO or Delta Dental Premier Dentists, visit Delta Dental's website at [www.deltadentalwi.com](http://www.deltadentalwi.com) or call 800-236-3712.

### **Maximum Plan Allowance (MPA)**

Maximum Plan Allowance (MPA) means the total dollar amount allowed under the contract for a specific benefit. The MPA will be reduced by any deductible and coinsurance subscriber or covered dependent is required to pay.

### **Filing Claims**

To file a claim with Delta Dental, simply present your ID card to the receptionist at the dental office, or give your Member ID number.

### **Predetermination of Benefits**

After an examination, your dentist may recommend a treatment plan. If the services involve crowns, fixed bridgework, partial or complete dentures, or implants, ask your dentist to send the treatment plan with radiographs to Delta Dental. The available coverage will be calculated and printed on a Predetermination of Benefits form. Copies of the form will be sent to you and your dentist.

The Predetermination of Benefits form is valid for 1 year from the date issued.

Predeterminations are not required, but Delta Dental encourages you to use this service. Should you have any questions about a predetermination, just call us at 800-236-3712.

Before you schedule dental appointments, you should discuss with your dentist the amount to be paid by Delta Dental and your financial obligation for the proposed treatment.

### **Optional Treatment**

Delta Dental will pay the applicable Maximum Plan Allowance for the least expensive dental procedure that is adequate to restore the tooth or dental arch to contour and function, but only if that dental procedure is a benefit under your dental Plan. You will be responsible for the remainder of the dentist's fee if a more expensive dental procedure is selected. The coinsurance and deductible will apply regardless of which dental procedure is selected.

### **Clerical or Administrative Error**

If a clerical error or other administrative mistake occurs, that error will not deprive you of coverage under your dental Plan that you would otherwise have had. A clerical error or other administrative mistake also will not create coverage for you under your Plan if coverage does not otherwise exist.

## Summary of Benefits

**Group Number:** 90115

**Effective Date of Program:** January 1, 2015

**Dependents to Age:** 26

Dependents are covered through the end of the month the age limit is reached.

*(Please see "Covered Dependents" in the "Eligibility" section for requirements).*

### **Deductibles:**

Per Person, per Benefit Accumulation Period: \$ 50.00

Per Family, per Benefit Accumulation Period: \$150.00

### **Benefit Maximums:**

Per Person, per Benefit Accumulation Period: \$1,000.00

Orthodontic Maximum Benefit per Lifetime

Per Dependent Child to age 19: \$1,000.00

The following Maximum Benefit Bonus does not apply to the Orthodontic Maximum Benefit.

Any Subscriber or Covered Dependent enrolled in the plan and eligible for all Benefits (all benefit waiting periods have been exhausted) for the entire Benefit Accumulation Period may be eligible to increase the maximum contract benefits per person payable in a future Benefit Accumulation Period as follows:

If the eligible Subscriber or Covered Dependent accumulates some Benefits (excluding orthodontia) in the current Benefit Accumulation Period but less than \$500.00 in Benefits, the maximum contract benefits per person (excluding orthodontia) for the Subscriber or Covered Dependent for the following Benefit Accumulation Period will be increased:

- (i) by \$350.00 if the Dental Procedures rendered to the Subscriber or Covered Person during the current Benefit Accumulation Period were rendered exclusively by Dentists who were Delta Dental PPO Dentists at the time the Dental Procedures were rendered, or
- (ii) by \$250.00 if any of the Dental Procedures rendered to the Subscriber or Covered Person during the current Benefit Accumulation Period were rendered by a Dentist other than one who was a Delta Dental PPO Dentist at the time the Dental Procedures were rendered.

Each year the Subscriber or Covered Dependent becomes eligible under this provision, he/she may continue to add to his/her maximum contract benefits per person for the following Benefit Accumulation Period until he/she reaches an aggregate maximum contract benefits per person for any Benefit Accumulation Period of \$2000.00.

Any addition to the maximum contract benefits per person accumulated under this provision, (i) may be applied toward any Dental Procedure (excluding orthodontia) that is a Benefit under the Contract, (ii) does not apply to non-covered Dental Procedures, and (iii) is not transferable to another plan or policy.

Benefits for Dental Procedures will first be applied to the maximum contract benefits per person indicated above, and only after that amount is exhausted, will the additional maximum be available as Benefits. Should any amount of the additional maximum contract benefits per person remain at the end of a Benefit Accumulation Period, only that amount will carry forward to the following Benefit Accumulation Period provided the Subscriber or Covered Dependent has not reached the aggregate maximum accumulation amount.

The Subscriber or Covered Dependent may add to his/her maximum contract benefits per person in accordance with this provision each year that he/she becomes eligible up to an aggregate maximum accumulation amount.

The benefits of your dental Plan will depend on the dentist you choose. Delta Dental PPO Dentists agree to accept payment based on a reduced schedule, which means your out-of-pocket costs will be less. The coverage percentage listed in the Delta Dental PPO column applies.

Delta Dental Premier Dentists agree to not charge you any amount that exceeds the MPA. The coverage percentage listed in the All Other Dentists column applies when treatment is provided by Delta Dental Premier Dentists or by dentists who have not signed any agreements with Delta Dental.

<b>Benefits:</b>	<b><u>Delta Dental</u></b> <b><u>PPO</u></b>	<b><u>All Other</u></b> <b><u>Dentists</u></b>
<b>Diagnostic and Preventive Procedures</b>	<b>100%*</b>	<b>100%</b>
<b>Basic Restorative Procedures</b>	<b>80%*</b>	<b>80%*</b>
<b>Major Restorative Procedures</b>	<b>50%*</b>	<b>50%*</b>
<b>Orthodontic Procedures</b>	<b>50%*</b>	<b>50%*</b>

\* *Deductible applies.*

After you have satisfied the deductible requirements as stated, the program provides payment at the indicated percentage of fees, up to the maximum stated for each eligible person in each Benefit Accumulation Period. A Benefit Accumulation Period is a 12-month period of time over which deductibles (if any) and maximums apply. The Benefit Accumulation Period is January 1 through December 31.

## Covered Procedures

Please see the Summary of Benefits page for the coverage percent for each category.

Covered services are subject to the limitations described within each coverage category below and the Exclusions outlined later.

### Evidence-Based Integrated Care Plan (EBICP)

Delta Dental's Evidence-Based Integrated Care Plan ("EBICP") is an enhancement that provides expanded benefits for persons with diseases and medical conditions that have oral health implications. To participate in EBICP, eligible dental Plan enrollees or their Providers are required to set the appropriate health condition indicator online at [www.deltadentalwi.com](http://www.deltadentalwi.com) or a Delta Dental of Wisconsin representative will assist in setting the EBICP indicator by telephone. The EBICP Periodontal Disease health condition indicator will be automatically updated when non-surgical or surgical periodontal procedures are processed by Delta Dental of Wisconsin.

The EBICP benefits are as follows:

#### Periodontal Disease

1. With an indicator of surgical or nonsurgical treatment of **Periodontal Disease**, a participant is eligible for up to two additional dental visits in a benefit year for periodontal maintenance or adult prophylaxis.
2. With an indicator of surgical or nonsurgical treatment of **Periodontal Disease**, a participant is eligible for topical fluoride application beyond the age limitation in this Summary Plan Description.

#### Diabetes

1. With an indicator of a **Diabetes** diagnosis, a participant is eligible for up to two additional dental visits in a benefit year for periodontal maintenance or adult prophylaxis.

#### Pregnancy

1. With an indicator of **Pregnancy**, a participant is eligible for one additional dental visit for adult prophylaxis or periodontal maintenance during the pregnancy.

#### High Risk Cardiac Conditions

1. With an indicator for **High Risk Cardiac Conditions**, a participant is eligible for up to two additional dental visits in a benefit year for periodontal maintenance or adult prophylaxis. High risk cardiac condition indicators are:
  - History of infective endocarditis
  - Certain congenital heart defects (such as having one ventricle instead of the normal two)

- Individuals with artificial heart valves
- Heart valve defects caused by acquired conditions like rheumatic heart disease
- Hyper tropic cardiomyopathy which causes abnormal thickening of the heart muscle
- Individuals with pulmonary shunts or conduits
- Mitral valve prolapse with regurgitation (blood leakage)

### **Suppressed Immune System Conditions**

1. With an indicator for **Suppressed Immune System Conditions**, a participant is eligible for up to two additional dental visits in a benefit year for periodontal maintenance or adult prophylaxis.
2. With an indicator of **Suppressed Immune System Conditions**, a participant is eligible for topical fluoride application beyond the age limitation in this Summary Plan Description.

### **Kidney Failure or Dialysis Conditions**

1. With an indicator for **Kidney Failure or Dialysis Conditions**, a participant is eligible for up to two additional dental visits in a benefit year for periodontal maintenance or adult prophylaxis.

### **Cancer Related Chemotherapy and/or Radiation**

1. With an indicator for **Cancer Related Chemotherapy and/or Radiation**, a participant is eligible for up to two additional dental visits in a benefit year for periodontal maintenance or adult prophylaxis.
2. With an indicator of **Cancer Related Chemotherapy and/or Radiation**, a participant is eligible for topical fluoride application beyond the age limitation in this Summary Plan Description.

### **Diagnostic and Preventive Procedures**

1. Examinations twice per year.
2. Full mouth x-rays, which include bitewing x-rays, at 5-year intervals. Full mouth x-rays may be either individual films or panoramic film.
3. Bitewing x-rays once per year, limited to a set of 4 films.
4. Dental prophylaxis (teeth cleaning) twice per year.
5. Topical fluoride applications twice per year, for dependent children to age 16.
6. Space maintainers for retaining space when a primary tooth is prematurely lost.
7. Topical application of sealants for dependents to age 19. Application is limited to the occlusal surface of permanent molars that are free of decay and restorations. Benefits are limited to 1 application per tooth per 36 months.

### **Basic Restorative Procedures**

1. Emergency treatment to relieve pain.

2. Extractions and other oral surgery (cutting procedures), including preoperative and postoperative care.
3.
  - a. amalgam (silver) restorations;
  - b. composite (tooth-colored) restorations;
  - c. stainless steel prefabricated crowns — 1 per tooth in a 3-year period.
4. Local anesthetic as part of a dental procedure. General anesthetic or intravenous sedation is a benefit only when billed with covered oral surgery.
5. Endodontics (root canal treatment and root canal therapy).
6. Periodontics (procedures needed to treat diseases of the gums and the bone supporting the teeth) — nonsurgical treatment once each 2 years; surgical treatment once each 3 years. Periodontal maintenance — either periodontal maintenance or adult prophylaxis twice per year.
7. Repairs and adjustments to prosthetic appliances.

### **Major Restorative Procedures**

1. Crowns, inlays or onlays are provided when teeth are broken down by dental decay or accidental injury and may no longer be restored adequately with a filling material. Coverage for the purpose of replacing a defective existing crown, inlay or onlay will be provided only after a five year period from the date on which the defective item was last supplied, whether or not Delta Dental paid for the original dental procedure as a benefit under this dental Plan.
2. Prosthetics, including fixed bridgework, partial dentures, and complete dentures, or implants to replace missing permanent teeth. Coverage for the purpose of replacing a defective existing fixed bridge or partial/complete denture or implant will be provided only after a five year period from the date on which the defective item was last supplied, whether or not Delta Dental paid for the original dental procedure under this dental Plan.

Fixed bridges and partial/complete dentures or implants are provided where chewing function is impaired due to missing teeth. A fixed bridge, or implant and implant-related procedures may be a benefit if no more than two teeth are missing in the dental arch in which the bridge is proposed. Delta Dental will provide for replacement of missing teeth with the least elaborate procedure when three or more teeth are missing in the dental arch.

- a. denture reline and rebase once in any 3-year period;
- b. porcelain veneers on crowns or pontics on the six front teeth, bicuspid and upper first molars.

### **Orthodontic Procedures**

Orthodontic services include orthodontic appliances and treatment, and related services for orthodontic purposes, including examinations, x-rays, photographs, study models, etc., for persons eligible as stated on the Summary of Benefits page.

Your coverage includes orthodontic treatment in progress. Delta Dental's payment for orthodontic treatment in progress extends only to the unearned portion of the treatment. Delta will determine the unearned amount eligible for coverage.

Repair or replacement of orthodontic appliances is not covered by this dental Plan.

If orthodontic treatment is stopped for any reason before it is completed, Delta Dental will pay only for services and supplies actually received. No benefits are available for charges made after treatment stops.

Delta Dental calculates all orthodontic treatment schedules according to the following formula: One-fourth of the total case fee is considered the initial or down payment fee. The remainder of the allowed fee is divided by the total number of months of treatment. Monthly payments are made by Delta Dental at the coverage percent stated on the Summary of Benefits page.

### **Exclusions**

This dental Plan does not provide coverage for the following:

1. Dental procedures provided or commenced prior to the effective date of your coverage under this dental Plan.
2. Dental procedures to treat injuries or conditions compensable under worker's compensation or employer's liability laws.
3. Dental procedures, including seating of appliances and prosthetics (crowns, bridges and dentures), that commenced prior to your effective date of coverage under this dental Plan.
4. Prescription drugs, premedications or relative analgesia; charges for anesthesia other than charges by a licensed dentist for administering general anesthesia in connection with covered oral surgery (cutting procedures); preventive control programs; charges for failure to keep a scheduled visit with a dentist; charges for completion of forms.
5. Charges by any hospital or other surgical or treatment facility, or any additional fees charged by a dentist for treatment in any such facility.
6. Charges for treatment of, or services related to, temporomandibular joint dysfunction.
7. Services that are determined to be partially or wholly cosmetic in nature.
8. Cast restorations placed on eligible patients under age 12; prosthetics placed on eligible patients under age 16.
9. Appliances, restorations, or procedures for increasing vertical dimension; for restoring occlusion; for correcting harmful habits; for replacing tooth structure lost by attrition; for correcting congenital or developmental malformations, including replacement of congenitally missing teeth, unless restoration is needed to restore normal bodily function; for temporary dental procedures; or for splints, unless necessary as a result of accidental injury.
10. Dental procedures provided by other than a licensed dentist or licensed hygienist employed by a dentist.
11. Dental procedures to treat injuries or diseases caused by riots or any form of civil disobedience; injuries sustained while committing a criminal act; injuries intentionally inflicted.
12. Claims not submitted to Delta Dental of Wisconsin within 15 months from the date the procedure was provided.
13. Dental Procedures in cases for which, in the professional judgment of the attending dentist, a satisfactory result cannot be obtained.
14. Replacement of lost or stolen dentures or charges for duplicate dentures.
15. Procedures or benefits not specifically provided under this dental Plan or excluded by Delta Dental rules and regulations, including Delta processing policies, which may change periodically and are printed on the Explanation of Benefits and Explanation of Payment forms.

## **Coordination of Benefits**

### **Applicability**

This Coordination of Benefits (COB) provision applies to This Plan when you or a covered dependent has health care coverage under more than one Plan. “Plan” and “This Plan” as used in this Coordination of Benefits provision are defined below.

If this COB provision applies, the Order of Benefit Determination Rules shall be applied first. The rules determine whether the benefits of This Plan are determined before or after those of another plan. The benefits of This Plan:

1. shall not be reduced when under the Order of Benefit Determination Rules, This Plan determines its benefits before another plan, but
2. may be reduced when, under the Order of Benefit Determination Rules, another plan determines its benefits first. This reduction is described in the section, Effect on the benefits of This Plan.

### **Definitions**

The following definitions apply to this Coordination of Benefits provision:

“Allowable Expense” means a necessary, reasonable, and customary item of dental expense that is covered at least in part by one or more of the plans covering the person for whom the claim is made. When a plan provides benefits in the form of services, the reasonable cash value of each procedure provided shall be considered both an Allowable Expense and a benefit paid.

“Claim Determination Period” means a calendar year during which Allowable Expenses are compared with total benefits payable under the policy (without applying COB). It does not include any part of a year during which a person has no coverage under This Plan or any part of a year before the date this COB provision or a similar provision takes effect.

“Plan” means any of the following that provides benefits or services for, or because of, medical or dental care or treatment:

1. Group insurance or group-type coverage, whether insured or uninsured, that includes continuous 24-hour coverage. This includes prepayment, group practice or individual practice coverage. It also includes coverage other than school accident-type coverage.
2. Coverage under a governmental Plan or coverage that is required or provided by law. This does not include a state Plan under Medicaid, Title XIX, grants to states for medical assistance programs, or the United States Social Security Plan whose benefits, by law, are excess to those of any private insurance program or other nongovernmental program. Each contract or other arrangement for coverage under 1. or 2. is a separate Plan. Also, if an arrangement has two parts and COB rules apply only to one of the two, each of the parts is a separate Plan.

“Primary Plan/Secondary Plan”: The Order of Benefit Determination Rules state whether This Plan is a primary Plan or secondary Plan as to another Plan covering the person. When This Plan is a secondary Plan, its benefits are determined after those of the other Plan and may be reduced because of the other Plan’s benefits. When Delta Dental is the secondary Plan, Delta Dental may reduce the benefits under its Plan only when the sum of the following exceeds the total allowable expense in a Claim Determination Period.

1. The benefits the secondary Plan would pay for allowable expenses in the absence of COB; plus
2. The benefits that would be payable under other applicable Plans for allowable expenses in the absence of COB, whether or not claim is made.

The amount by which the secondary Plan’s benefits are reduced shall be used by the secondary Plan to pay allowable expenses not otherwise paid, which were incurred during the Claim Determination Period by the person for whom the claim is made. As each claim is submitted, the secondary Plan determines its obligation to pay for allowable expenses based on all claims which were submitted up to that point in time during the Claim Determination Period.

When there are more than two Plans covering the person, This Plan may be a primary Plan as to one or more other Plans and may be a secondary Plan as to a different Plan or Plans.

“This Plan” means this dental Plan that provides benefits for dental care expenses.

### **Order of Benefit Determination Rules**

**General.** When there is a basis for a claim under This Plan and other Plan, This Plan is a secondary Plan, which has its benefits determined after those of the other Plan, unless:

1. the other Plan has rules coordinating its benefits with those of This Plan; and
2. both those rules and This Plan’s rules described in subparagraph 2(b) require that This Plan’s benefits be determined before those of the other Plan.

**Rules.** This Plan determines its order of benefits using the first of the following rules, which applies.

1. Nondependent/Dependent. The benefits of the Plan that covers the person as an employee, member or subscriber are determined before those of the Plan that covers the person as a dependent of an employee, member or subscriber.
2. Dependent Child/Parents Not Separated or Divorced. Except as stated in subparagraph 3c below, when This Plan and another Plan cover the same child as a dependent of different persons, called “parents”:
  - a. The benefits of the Plan of the parent whose birthday falls earlier in the calendar year are determined before those of the Plan of the parent whose birthday falls later in the calendar year; but
  - b. If both parents have the same birthday, the benefits of the Plan that covered the parent longer will be determined before those of the Plan that covered the other parent.

However, if the other Plan does not have the rule described in *a.* but instead has a rule based upon the gender of the parent, and if, as a result, the Plans do not agree on the order of benefits, the rule in the other Plan shall determine the order of benefits.

3. Dependent Child/Separated or Divorced Parents. If two or more Plans cover a person as a dependent child of divorced or separated parents, benefits for the child are determined in this order:
  - a.* First, the Plan of the parent with custody of the child;
  - b.* then, the Plan of the spouse of the parent with custody of the child; and
  - c.* finally, the Plan of the parent not having custody of the child.

Also, if the specific terms of a court decree state that the parents have joint custody of the child and do not specify that one parent has responsibility for the child's dental care expenses or if the court decree states that both parents shall be responsible for the dental care needs of the child but gives physical custody of the child to one parent and the entities obligated to pay or provide benefits of the respective parents' Plan have actual knowledge of those terms, benefits for the dependent child shall be determined according to paragraph *2b*;

however, if the specific terms of a court decree state that one of the parents is responsible for the health care expenses of a child, and the entity obligated to pay or provide the benefits of the Plan of that parent has actual knowledge of those terms, the benefits of that Plan are determined first. This paragraph does not apply with respect to any Claim Determination Period or Plan year during which any benefits are actually paid or provided before the entity has that actual knowledge.

4. Active/Inactive Employee. The benefits of a Plan which covers a person as an employee who is neither laid off nor retired or as that employee's dependent are determined before those of a Plan which covers that person as a laid off or retired employee or as that employee's dependent. If the other Plan does not have this rule and if, as a result, the Plans do not agree on the order of benefits, this rule 4. is ignored.
5. Continuation Coverage.
  - a.* If a person has continuation coverage under federal or state law and is also covered under another Plan, the following shall determine the order of benefits:
    - 1) First, the benefits of a Plan covering the employee, member, or subscriber or dependent of an employee, member, or subscriber.
    - 2) Second, the benefits under the continuation coverage.
  - b.* If the other Plan does not have the rule described in subparagraph *a.*, and if as a result, the Plans do not agree on the order of benefits, this paragraph 5. is ignored.
6. Longer/Shorter Length of Coverage. If none of the above rules determines the order of benefits, the benefits of the Plan that covered an employee, member or subscriber longer are determined before those of the Plan which covered that person for the shorter time.

If a covered person is entitled to coverage under a group health care Plan which primarily covers services or expenses other than dental care, and if the covered person first became eligible under the medical and dental Plans on the same date, this dental Plan shall be the secondary payer for those services covered by both Plans.

## **Effects on the Benefits of This Plan**

When This Provision Applies. This “Effects on the Benefits of This Plan” provision applies when, in accordance with the “Order of Benefit Determination Rules” provision above, This Plan is a secondary Plan as to one or more other Plans. In that event, benefits of This Plan may be reduced under this paragraph so that the total benefits paid or provided by all Plans during a Claim Determination Period are not more than the total Allowable Expenses. Such other Plan or Plans are referred to as “the other Plans” in the “Reduction in This Plan’s Benefits” provision below.

Reduction in This Plan’s Benefits. The benefits that would be payable under This Plan in the absence of this COB provision will be reduced by the benefits payable for the total allowable expenses in a Claim Determination Period under the other Plans in the absence of provisions with a purpose like that of this COB provision, whether or not claim is made.

When a Plan provides benefits in the form of services, the reasonable cash value of each service rendered will be considered both an expense incurred and a benefit payable.

When the benefits of This Plan are reduced as described above, each benefit is reduced in proportion. It is then charged against any applicable benefit limit of This Plan.

No rule in other Plan. If the other Plan does not have rules coordinating benefits with those of This Plan, the benefits of the other Plan are determined first.

## **Right to Receive and Release Needed Information**

Delta Dental has the right to decide the facts it needs to apply these rules. Delta Dental may get needed facts from or give them to any other organization or person without your consent, but only as needed to apply these COB rules. Medical and dental records remain confidential as provided by applicable state and federal law. Each person claiming benefits under This Plan must give Delta Dental any facts it needs to process the claim.

## **Facility of Payment**

A payment made under another Plan may include an amount that should have been paid under This Plan. If it does, This Plan may pay that amount to the organization that made that payment. That amount will then be treated as though it were a benefit paid under This Plan. Delta Dental will not have to pay that amount again. The term “payment made” means reasonable cash value of the benefits provided in the form of services.

## **Right of Recovery**

If the amount of the payments made by Delta Dental is more than it should have paid under this COB provision, it may recover the excess, at its option, from one or more of:

1. the persons it has paid or for whom it has paid;
2. insurance companies; or
3. other organizations.

The “amount of payments made” includes the reasonable cash value of any benefits provided in the form of services.

## **Eligibility**

### **Covered Employee**

You are covered by this dental Plan while you are an eligible employee of the group.

### **Covered Dependents**

If you are enrolled for family coverage, the following persons are covered under this dental Plan as your dependents:

1. Your lawful spouse;
2. Your children, including step and adopted children and children placed for adoption with you, who are less than 26 years of age.
4. Dependent children age 26 and over who are incapable of supporting themselves because of physical or mental incapacity that began prior to their 26<sup>th</sup> birthday or the date you became eligible for this dental plan.
5. A covered employee’s grandchild. The parent of the child must be a covered dependent child who is not yet 18 years old for the grandchild to be covered.

Dependents in military service are not covered by this dental Plan.

Plan Sponsor reserves the right to require that an enrollee or Covered Employee seeking coverage of a dependent provide written documentation, initially and annually thereafter, that the dependent child satisfies the requirements for coverage under this plan.

### **Employee Coverage & Eligibility**

You are eligible for coverage under the dental Plan if you are an employee who meets the eligibility requirements of the employer.

You are eligible to be covered on the first day of the month coinciding with or following *your* date of hire. This is your eligibility date.

If you are working less than 30 hours per week and become a regular part-time or full-time *employee* working at least 30 hours per week, *you* are eligible to be covered on the first day of the month coinciding with or following the date *you* become a regular part-time or full-time *employee*.

Phased Retirees and their *dependents* are eligible for coverage under the *plan*. Phased Retirees are *employees* who work at least 1/3 time.

### **Employee Effective Date**

You must enroll on forms accepted by the plan administrator. Each employee's effective date is determined as follows:

1. Your completed forms are received by the plan administrator within 31 days of the date you are eligible. This is a timely enrollment. Your coverage will be effective on your eligibility date.
2. Your completed forms are received by the plan administrator **more than** 31 days after the date you are eligible. This is **late enrollment**. You will not be eligible for coverage until the next Annual Enrollment period.

### **Changes in Coverage**

You may change your enrollment in this dental Plan if there is a qualifying event. The enrollment change will be effective as determined by the group. Notification of the enrollment change must be received by us within 31 days of the change.

You may change your enrollment without a qualifying event during the open enrollment period. Each year you will be given the chance to enroll in this dental Plan. Once you have made *your* choice for the year, it cannot be changed until the next Annual Enrollment period or change in status. Annual Enrollment will be held in October or November, with coverage to be effective January 1<sup>st</sup>.

### **Notices**

Notice to the group or Delta Dental will be considered sufficient if mailed to their regular office address. Notices to you, as a subscriber, will be considered sufficient if mailed to your last known address or the last known address of the group. It is the responsibility of the group to notify you regarding changes or termination of your coverage.

### **Termination of Coverage**

Your coverage and that of your eligible dependents ceases on the last day of the month you or your dependents are no longer eligible or the day this dental Plan is terminated.

All coverage ends on the last day of the month coverage terminates. Procedures must be fully completed prior to termination of the coverage to be considered for benefit.

All benefits cease on the last day of the month coverage terminates. A dental procedure is incurred on the date it is completed. Dental procedures are considered for benefits if they are incurred during the contract term and a claim is filed within one year after the date it is incurred.

## **Uniformed Services Employment and Reemployment Rights Act**

If you are going into or returning from military service, you may have special rights to coverage under this dental Plan under the Uniformed Services Employment and Reemployment Rights Act of 1994. These rights can include extended coverage. If you may be affected by this law, ask your Plan Administrator for further details.

## **Coverage Pursuant to Qualified Medical Child Support Order**

The Plan will provide benefits in accordance with the applicable requirements of any qualified medical child support orders (QMCSOs). The Plan Administrator will develop written procedures to determine whether a medical child support order is a QMCSO and to administer the provision of Plan benefits pursuant to QMCSOs. Subscribers and dependents may obtain, without charge, a copy of the QMCSO procedures from the Plan Administrator.

Upon receiving a medical support order, the Plan Administrator will promptly notify the affected dependent and each alternate recipient that the order has been received and describe the Plan's procedures for determining whether the medical child support order is a QMCSO. Within a reasonable period after receiving a medical child support order, the Plan Administrator will determine whether such an order is a QMCSO and will notify the subscriber and each alternate recipient of such determination.

## **Rights of Recovery (Subrogation)**

If expenses are paid on your behalf under this Plan, the Plan is entitled to all rights of recovery you may have against any other person for those expenses to the extent of the Plan's payment. The Plan can subrogate only if you are fully compensated for all damages, taking into consideration your comparative negligence. You must sign and deliver to the Claims Administrator, Delta Dental, any legal papers relating to the recovery, help exercise these rights and do nothing to harm these rights. If you are fully compensated for all expenses, you must repay the Plan to the extent of the Plan's claim payments.

Date: 5/16/2014

### ***III. Claims Procedures***

#### **Claims Administrator Liability**

Delta Dental serves only as the Claims Administrator for this Plan. In no instance is Delta Dental liable for any conduct, including but not limited to tortious conduct or wrongful acts or omissions, by any person providing services to subscribers and covered dependents under this Plan, including but not limited to dentists, dental assistants, dental hygienists, hospitals or hospital employees receiving or providing services. In no instance is Delta Dental liable for services of facilities that, for any reason, are unavailable to a subscriber or covered dependent.

#### **Prior Approval of Benefits**

The Plan does not require prior approval of dental procedures; however, you or your dentist may request a predetermination of benefits to obtain advance information on the Plan's possible coverage of dental procedures before they are rendered. Payment, however, is limited to the benefits that are covered under the Plan and is subject to any applicable deductibles, copayments, coinsurance, waiting periods, and annual and lifetime benefit maximums.

#### **How to Contest a Claim Denial**

##### **Denial of a Claim for Benefits**

If you make a claim for benefits under this group dental Plan and your claim is denied in whole or in part, you and your dentist, will receive written notification within 30 days after your claim is received, unless special circumstances require an extension of time for processing. The decision will be sent on a form entitled "Explanation of Benefits."

If additional time is necessary for processing a claim for benefits, the Claims Administrator, Delta Dental will notify you and your dentist of the extension and the reason it is necessary within the initial 30-day period. If an extension is needed because either you or your dentist did not submit information necessary to make a benefits determination, the notice of extension will describe the required information. You will have 45 days from receipt of the notice to provide the specified information.

##### **Appealing a Claim Denial (Filing a Grievance)**

If you have questions about the denial of your claim for benefits, please contact Delta Dental at 800-236-3712. Because most questions about benefits can be answered informally, the Plan encourages you first to try resolving any problem by talking with Delta Dental. However, you have the right to file an appeal requesting that the Plan formally review the benefits determination.

To appeal a benefits determination, contact Delta Dental's Benefit Services Department at 800-236-3712, fax your request to 715-343-7616, or mail your request to Delta Dental, P.O. Box 828, Stevens Point, WI 54481. Provide the reasons why you disagree with the benefits determination and include any documentation you believe supports your claim. Be sure to

include the subscriber's name, the covered dependent's name if applicable, and the subscriber's Social Security number on all supporting documents.

You must make your request within 180 days of the date of the initial benefits determination denying your claim for benefits.

Delta Dental will acknowledge your written request for review within five days of receiving it. Upon your request, Delta Dental will provide you, free of charge, access to and copies of all documents, records, and other information relevant to your claim for benefits.

Within 30 days of receiving your request, Delta Dental will send you the Plan's written decision and indicate any action the Plan has taken. (Special circumstances may require 60 days.)

You have the right to appear in person before Delta Dental's Grievance Committee to present written and oral information and ask questions of the persons responsible for the determination that resulted in the grievance. Delta Dental will provide you with written notice of the meeting place and time at least seven days before the meeting.

Delta Dental will provide you or your authorized representative with written notice of the Plan's decision on the appeal. If the appeal is denied in whole or in part, that notice will include the following information.

1. The specific reason(s) for the denial of the appeal;
2. Reference to the specific Plan provision(s) on which the denial is based;
3. A statement that the claimant is entitled to receive, upon request and free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to the claimant's claim;
4. A statement describing any voluntary appeal procedures offered by the Plan and the claimant's right to obtain information about such procedures, and a statement of the claimant's right to bring a civil action under Section 502(a) of ERISA;
5. If an internal processing policy or other similar criterion was relied upon in the denial of the appeal, the notice of such denial also will include either the specific processing policy or a statement that such processing policy was relied upon in denying the appeal and that a copy of that processing policy will be provided free of charge to the claimant upon request;
6. If the denial of the appeal was based on a dental necessity, experimental treatment or similar exclusion or limit, the notice of such denial also will include an explanation of the scientific or clinical judgment for the determination, applying the terms of the Plan to the claimant's medical circumstances, or a statement that such explanation will be provided free of charge upon request; and
7. The following statement: "You and your Plan may have other voluntary alternative dispute resolution options, such as mediation. One way to find out what may be available is to contact your local U.S. Department of Labor office and your state insurance regulatory agency."

If you do not exhaust the appeal procedures described above, and if you file a lawsuit against the Plan seeking payment of benefits, the court may not permit you to go forward with your lawsuit because you failed to utilize these claims appeal procedures. Also, no legal action can be

brought later than three years after the date of the final decision on the review of the benefits determination.

If you have any questions, please contact the Claims Administrator:

Delta Dental of Wisconsin  
P.O. Box 828  
Stevens Point, WI 54481  
800-236-3712 or 715-344-6087