

OPEN ENROLLMENT GUIDE 2018



For non-represented employees, and for employees covered under the City's collective bargaining agreements with: The American Federation of State, County and Municipal Employees Council 31, Coalition of Unionized Public Employees (Chicago Building Trades Coalition); Illinois Nurses Association; Public Safety Employees Unit II; Police Captains Association, Police Lieutenants Association, and Police Sergeants represented by the Policemen's Benevolent & Protective Association of Illinois (PB&PA); Supervising Police Communications Operators represented by Teamsters Local 700; Aviation Security Sergeants represented by the Illinois Council of Police; Public Health Nurse Ill's and IV's represented by Teamsters Local 743, and Uniformed Firefighters and Paramedics represented by the Chicago Fire Fighters Union Local No. 2 and the Shift Supervisors of Security Communications Center represented by Teamsters Local 700.

TABLE OF CONTENTS

Letter from Labor Management Cooperation Committee	1,2
Welcome to Open Enrollment 2018	3
Check Your Benefit Coverage Sheet	4
Adding a Dependent	5,6
Special Reminders	7,8
PPO Money Savings	9
Medical PPO (Blue Choice Options)	10
PPO Pre-certification by Telligen	11
PPO Prescription Drug Program	12
HMO (Blue Advantage HMO) Benefits Summary	13
HMO Emergency Care	14
HMO Prescription Drugs	15
Dental PPO and Dental HMO Program	16
Vision Program	17
Wellness Program	18
Life Insurance, Long Term Disability and Deferred Compensation	19
Flexible Spending Account	20
Health Care Contributions	21,22
Reminder About Fraud	23
Divorced Spouse's Healthcare Coverage	23
Benefit Fair Dates and Locations	24
Voluntary Supplemental Insurance	25
Blue Cross Online/Charitable Giving	26
Contact List for Benefit Service Providers	27, 28
Legal Notices	29



Chicago Labor Management Cooperation Committee (LMCC)

October 2017

Dear Employees:

The City of Chicago and labor representatives, working together in the Labor Management Cooperation Committee (LMCC), have been engaged for the past 11 years to keep your employee benefits package working for you. As a result of these efforts, employee Health Plan contribution rates have remained the same since 2006. We look forward to continuing to partner throughout the upcoming year. Below we have listed a few highlights for 2018:

2018 Is a Wellness Screening Year for Everyone

- For 2018, the **Wellness Plan** will require that **every** participant gets a biometric screening. You must be screened, and those who screen and complete their Well-Being Assessment (WB5) will be eligible for a sweepstakes with cash prizes if they complete their screening and WB5 steps early.
 - The City will host many on-site and neighborhood screenings. You may also consider using your annual checkup with your personal physician to get your screening done. Instructions on the screening and WB5 steps and the sweepstakes will be mailed to your home in December.
- Pilot PPO programs for telemedicine (MDLive) and mandatory second opinions (Best Doctors) started in 2017 and will continue in 2018. Check out the ease of using telemedicine at www.MDLive.com/bcbsil or call 1-888-676-4204 for more information. You must have a credit card to use MDLive.
- Tiered PPO plan: In-network PPO hospitals, doctors and other providers are in one of two tiers in the OPT PPO plan. Tier I providers offer the most savings for both the City and members; Tier II providers have higher co-payments and out of pocket expense for members. Members can choose providers from either tier, and they can go back and forth between tiers during the year at each provider visit.
- 4 **Emergency Room Use:** On its website, Blue Cross posts many alternatives to emergency rooms. Members save for themselves and for everyone by using urgent care centers, retail clinics, telemedicine and after-hour physicians.

We ask our members to take advantage of all the programs and information that we continue to offer. Best Doctors offers timely, highly respected second opinions. They also offer counseling for chronic conditions, answers to treatment questions and can help you locate an in-network specialist who is a "Best Doctor". And a quick call to MDLive can save a member time and trouble—the MDLive "doctor is in" 24/7!

The LMCC thanks you for all your help in slowing down the growth of health benefit costs. We look forward to working with you to continue to improve your health in 2018.

Sincerely,

The City of Chicago Labor Management Cooperation Committee

WELCOME TO BENEFITS OPEN ENROLLMENT

October 18, 2017 through November 1, 2017 Open Enrollment Changes are Effective January 1, 2018

Open enrollment is the time of year when you can:

- ✓ Enroll in or cancel your medical, or vision, or dental insurance
- ✓ Switch medical or dental plans
- ✓ Add dependents to your plan (for example a spouse, civil union or same sex domestic partner, or children)
- ✓ Drop dependents from your plan
- ✓ Enroll or re-enroll in a health care and /or dependent care Flexible Spending Account (FSA)
- ✓ Buy optional life insurance or voluntary long term disability insurance

To make changes, go to the City of Chicago Benefits Services Center website:

www.cityofchicagobenefits.org

To enroll online you must use your eight digit employee number. You can find your employee number in the upper left of your pay stub and simply add zeroes to the front to make it eight numbers. Follow the prompts on the website if you forgot your username or password.

Open enrollment changes can also be made over the phone by calling:

Benefits Service Center 1-877-299-5111

Special hours during open enrollment: Monday through Friday 8:00 a.m. until 6:00 p.m. Special hours Saturday, October 28, 2017 8:00 a.m. until 6:00 p.m.

Enrollment in a Flexible Spending Account (FSA) does not carry over from year to year. You must re-enroll in an FSA if you want this benefit for 2018.

Enroll online at www.cityofchicagobenefits.org or call the Benefits Service Center.

CHECK YOUR BENEFIT COVERAGE SHEET

Your personalized Benefits Coverage Sheet is included with this Guide. The medical, dental and vision enrollment listed on this Coverage Sheet will remain the same for 2018 unless you make changes during the open enrollment period which runs October 18, 2017 through November 1, 2017. You must re-enroll in the Flexible Spending Account(s) to participate in 2018.

Dependent children who reach the age of 26 are automatically terminated from the City's health plan on his/her birthday. However, if you have a disabled child reaching the age of 26, he/she may be eligible to continue dependent coverage. Contact the Benefits Service Center at least three months before your child's 26th birthday to apply for continued coverage for a disabled dependent child.

Check the personalized Benefits Coverage Sheet to make sure the information is correct for you and your dependents. Call the Benefits Service Center to update any of this information:

- Name and birthdate.
- Social Security number if marked as "N".

Federal law requires Social Security numbers for everyone enrolled in the City's health plans.

IF YOUR HOME ADDRESS CHANGES

Contact your Department's Human Resources Representative to update your address on file with the City.

ENROLLMENT CHANGES DURING THE YEAR

Benefit enrollment changes are allowed throughout the year only if you have a life change event such as marriage, divorce, birth or adoption of a child or loss of coverage through your spouse. Call the Benefits Service Center within 30 days of the life change event. If you try to make these changes as an open enrollment change, the coverage will not go into effect until January 1, 2018. You must provide documents to prove the life change event within 60 days of the event. Call the Benefits Service Center for more information.

Life change events are effective on the event date and open enrollment changes are effective January 1, 2018. When you call to make a life change event during the open enrollment period, please explain that you are calling about a life change event and ask for the benefits to be effective on the event date.

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ADDING A DEPENDENT DURING OPEN ENROLLMENT?

STEP ONE – enroll your spouse, children, civil union partner or same sex domestic partner, during the open enrollment period online or by phone.

STEP TWO – provide original documents to prove they are your legal dependents.

Submit your dependent documents as soon as possible. Your dependents will not be enrolled in the medical, vision or dental plan if you provide documents after February 2, 2018.

Bring certified documents and your dependent's social security card to:

City of Chicago/Department of Finance Chicago Benefits Office 333 South State Street/Room 400 Chicago, IL 60604-3978

Office hours are Monday through Friday 8:30 a.m. – 4:30 p.m.

Your original certified documents will be copied and returned to you. Documents required are:

Spouse – certified marriage certificate and spouse's social security card Child – certified birth certificate and child's social security card Civil Union – certified certificate and partner's social security card

If you are adding dependents, you must submit the required documents for coverage to begin.

Deadline: If you submit your documents by close of business (COB) <u>Wednesday, December 13, 2017</u> coverage will be reflected on January 1, 2018. For example, if your dependents seek medical care on January 1, 2018, your healthcare service provider will be able to verify coverage online. Please submit your documents to the Chicago Benefits Office by this deadline to properly reflect coverage by the January 1st effective date. **We encourage you to submit your documents right away, to avoid the last minute rush. Don't wait until the last minute!**

Grace Period. If you fail to submit your documents by <u>Wednesday, December 13, 2017</u>, you may submit documents through Friday, February, 2, 2018.

It should be noted that:

- If healthcare services were received by your dependents during the grace period, and your medical provider submitted claims that were not paid because the required documents deadline of <u>December 13, 2017</u> was missed, those claims will be reprocessed retroactive to January 1, 2018 if the required documents are received by the Chicago Benefits Office by COB February 2, 2018.
- Your medical provider may need to resubmit claims.
- Alternatively, if you paid out of pocket for healthcare services during the grace period you may need to submit paper claims.

To avoid inconvenience, and to ensure your dependent's new coverage is reflected at the time of service, submit your documents to the Chicago Benefits Office by **Wednesday**, **December 13**, **2017**.

If you fail to submit documentation by the end of the grace period on February 2, 2018, you will be required to wait until the next open enrollment period to enroll your dependents.

IMPORTANT NOTICE: If an employee or dependent gives false information, or if the dependent is not a legal dependent of the employee, the City will take action to collect any money paid to cover health care expenses related to the fraud and/or report the fraud to the appropriate authority.

SPECIAL REMINDERS

PPO-Mandatory Second Opinion Program for Surgeries

A Second Opinion is needed before obtaining some surgeries. You must call Telligen as soon as your doctor recommends surgery in any of the following areas:

- Knee; shoulder; hip; neck; and back
- Gall bladder
- Uterine, Vagina, Cervix
- Weight loss (Gastric Bypass)

There is no charge for the second opinion, you will not be examined and no travel is required. However, you must give permission for the second opinion provider, Best Doctors, to collect your medical records and test results.

Telligen will first review your proposed surgery for medical necessity and if required, Best Doctors will then arrange for a specialist to review your doctor's diagnosis and recommendations. You will receive a confidential, written report of the second opinion to help you decide how to proceed with treatment. You make the final decision on whether to have surgery; however, if you do not get the second opinion, you will pay for the full cost of the surgical procedure. The second opinion requirement is waived if you are admitted to the hospital for surgery from the emergency room.

Call Telligen at 1-800-373-3727 to begin the second opinion review and out-patient surgery pre-certification process. If you fail to obtain the required pre-certification, or the second opinion, you will pay for the full cost of the surgical procedure.

PPO Ask a Medical Expert - Best Doctors Program

In 2017 we launched a pilot program for PPO members who have questions or concerns about a medical condition or treatment. Call Best Doctors to get written answers from medical specialists, at no charge. Best Doctors also offers an expert second opinion for all surgeries, in addition to the surgeries mandated by the second surgical opinion listed above. They also offer reviews for complex conditions or when treatment does not appear to help resolve a medical condition. Call Best Doctors at 1-866-904-0910 or visit www.bestdoctors.com/members.

Blue Access For Members (BAM)

Get information about your health benefits, anytime, anywhere. Use your computer, phone or tablet to access the Blue Cross and Blue Shield of Illinois (BCBSIL) secure member website, Blue Access for Members (BAM). With BAM, you can:

- Check the status or history of a claim
- View or print Explanation of Benefits statements
- Locate a doctor or hospital in your plan's network
- Find Spanish-speaking providers
- Request a new ID card or print a temporary one
- Visit Health Care School to see articles and videos to help you make the most of your benefits

It's easy to get started: Online:

- 1. Go to bcbsil.com/cityofchicago
- 2. On the right side of your screen click Register Now
- 3. Use the information on your Blue Cross ID card to complete the registration process.

With a mobile app:

Text* BCBSILAPP to 33633 to get the BCBSIL app that lets you use BAM while you're on the go.

PPO Virtual Doctor's Visits

PPO members can have a virtual "face-to-face" medical evaluation by a primary care physician using a phone, tablet or computer with a front facing camera. Claims are submitted directly to Blue Cross and you pay a \$20 copay for the visit. If necessary, prescriptions are sent to a local pharmacy, Value Formulary and prescription drug copays apply. You must have a valid credit card to be able to use this service. Call Blue Cross at 1-800-772-6895 for more information.

PPO Comprehensive Care Physician Model: University of Chicago's Comprehensive Care Physician (CCP)

In 2017 we launched the CCP pilot program to offer PPO members the opportunity to have the same doctor in the hospital and the doctor's office. The CCP Program is motivated by the belief that having a Comprehensive Care Physician who cares for you both in the clinic and the hospital could help you to develop a stronger relationship with your physician and improve your health. You are eligible for the CCP Program if you have been hospitalized at least once in the past year.

If you are interested in joining the CCP Program, you will be asked to switch your current primary care doctor to one of the CCP physicians at the University of Chicago Medicine (UCM). This doctor will see you at UCM in both the clinic and the hospital if you are hospitalized. The CCP program also offers you access to the CCP clinical support staff including nurses, a clinic coordinator, and a clinical social worker. The social worker can help with social needs and also provides one-on-one therapy and wellness groups. As a participant in the CCP Program, you will be asked to complete an intake interview and answer a follow-up interview every 6 months. These interviews are completed either in-person or over the phone by a CCP survey coordinator and should only take about 10 minutes. For more information about the CCP Program please call 1-773-702-0781 option #2.

PPO MONEY SAVINGS

Save by using tax-free money to pay for out-of-pocket costs: Enroll in a Healthcare Flexible Spending Account (FSA) and reduce your income tax.

Save by using doctors and hospitals in the PPO Tier 1 network: The PPO gives you freedom to choose from three different network tiers. You can select doctors and hospitals (providers) from Tier 1 for some of your care, and use Tier 2 or Tier 3 providers for other services. You pay the lowest deductible and coinsurance when you use providers in Tier 1. To find a Tier 1 provider, call 1-800-772-6895 or go to www.bcbsil.com/cityofchicago.

Two ways to save on prescription medications: 1) Choose generic medications and pay the lowest copay. 2) Use mail order for long term "maintenance" medications. You will pay more if you don't use mail order for long term medications after the 3rd fill. Just call 1-866-748-0028 and ask CVS Caremark to contact your doctor for a new prescription to be processed through mail order.

Save on lab tests – use a free-standing lab: Get your lab tests paid in full by using a free-standing lab (such as a Quest lab) which is not affiliated with a hospital. Even if your doctor already has an arrangement with Quest, ask for a lab order for tests to be done at a Quest facility. Take this paperwork to the Quest lab and test results will be sent directly to your doctor. Call 1-866-697-8378 to find the location of a Quest lab near you, or go to www.Questdiagnostics.com.

Save on scans – use a free-standing imaging center: Scans are covered in full if done at a fee-standing imaging center. When your doctor orders an MRI, CT, or PET scan, call Telligen at 1-800-373-3727 to pre-certify the test and locate a free-standing imaging center near you.

Become pregnant? Earn a \$100 incentive: Enroll in a free, confidential maternity management program designed to encourage a healthy baby by providing telephone support for moms-to-be. To qualify for the \$100 incentive, call Telligen (1-800-373-3727) to enroll and complete at least eight doctors' visits during the pregnancy.

Free diabetes medication for diabetes management participants: Two voluntary diabetes management programs are offered to PPO members free of charge.

- Taking Control of Your Health (TCOYH) program, where specially trained pharmacists counsel people with diabetes in face to face meetings. Call 1-888-944-9090 or email starlin-tcoyh@ipha.org
- **Telligen Diabetes Management,** coordination of care for those with diabetes. Call Telligen for more information at 1-800-373-3727.

BLUE CHOICE OPTIONS MEDICAL PPO-PLAN A

		Blue Choice OPT Tier 1	Blue Cross PPO Tier 2	Out-of-Network Tier 3	
Annual Deductible	Individual \$300 Family \$900		\$350 \$1,050	\$1,500 \$3,000	
Out-of-Pocket Limit Individual Family		\$1,000 \$2,000	\$1,500 \$3,000	\$3,500 \$7,000	
PREVENTIVE CARE		YOU PAY	YOU PAY	YOU PAY	
Routine checkups & rou adults & children; well-l women visits; mammog colonoscopies, hearing	oaby care; well- grams; PSA;	\$0 copay No deductible	\$0 copay No deductible	No coverage out-of-network for preventive care	
OFFICE VISITS					
Primary Care Physic x-rays, allergy shots, Mental health and su counseling		\$20 copay does not apply to deductible	\$25 copay does not apply to deductible	40% PPO allowed rate after out-of-network deductible plus balance billed by	
Specialist Physician And Chiropractic Car	re (visit limits)	\$30 copay does not apply to deductible	\$35 copay does not apply to deductible	provider	
Annual deductible r before Plan covers t		YOU PAY After Tier 1 deductible	YOU PAY After Tier 2 deductible	YOU PAY After Tier 3 deductible	
OUTPATIENT SERVI	ICES*				
Outpatient surgery MRI, PET & CT scan*		10%	25%	40% PPO allowed rate plus balance	
HOSPITAL SERVICE	S*				
Hospital stay* including inpatient surgery		10%	25%	40% PPO allowed rate plus balance	
EMERGENCY ROOI	M CARE	1			
Emergency Room		\$150	co-pay waived if admitted		
Emergency Room Tr	reatment	10%			
Ambulance emerge	ncy care	10% of PPO allowed rate			
MENTAL HEALTH &	SUBSTANCE AB	USE*			
Inpatient hospitalization* Outpatient therapy*		10%	25%	40% PPO allowed rate plus balance	
ALTERNATIVES TO	HOSPITAL CARE	*			
Skilled nursing facility* Home health care*, Hospice care*		10%	25%	40% PPO allowed rate plus balance	
MATERNITY SERV	/ICES				
Maternity management program No charge plus \$100 cash incentive					
Pre and post natal doctor visits		\$20 copay (first visit)	\$25 copay (first visit)	40% PPO allowed rate	
Delivery and hospital stay*		10%	25%	plus balance	
OUTPATIENT REHA	B*				
Physical therapy*		10%	25%	40% PPO allowed rate	
Occupational and speech therapy*		\$20 copay	\$20 copay	plus balance	
OTHER SERVICES					
DME*: Oral Surgery; Ambulance transport between hospitals*		10%	25%	40% PPO allowed rate plus balance	

^{*}Care must be pre-certified by calling Telligen at 1-800-373-3727. See the next page.

Plan A effective 1/1/2018. This is a summary of benefits offered to City Employees (excluding Sworn Police Officers below the rank of Sergeant and Seasonal Employees). The Plan Document and subsequent updates always supersede this summary.

CERTAIN PPO SERVICES NEED TO BE PRE-CERTIFIED

Telligen, the PPO medical advisor, needs to pre-certify the services listed below. There is a \$1,000 penalty if Telligen is not contacted in a timely fashion in the event of a hospitalization. This \$1,000 penalty does not go towards the deductible or get counted in the out-of-pocket maximum. Telligen's phone number is 1-800-373-3727. This number is also on the back of the PPO ID card.

When To Call Telligen at 1-800-373-3727

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HOSPITAL (\$1,000 penalty if Telligen is not called)	
Any inpatient stay in the hospital for medical, surgical, maternity, mental health or substance abuse care.	Call before elective admission or within two business days of an emergency admission.
Hospital outpatient treatment for mental health and substance abuse	Call before the treatment begins.
Plan pays nothing for the services list	ed below unless Telligen certifies
AMBULANCE	
When ambulance is used for transfer between hospitals or to hospital in a non-emergency situation	Call before the transfer is arranged.
SURGERY	
Organ transplant surgery Bariatric surgery Gender reassignment surgery Must be done at a Blue Distinction Center	Call before surgery is scheduled.
Inpatient and out-patient surgery for hips; back; neck; gall bladder; uterine, bariatric	Second Opinion review required. Call before surgery is scheduled to begin the mandatory second opinion process. Plan pays nothing if
Outpatient surgery for knees	second opinion or pre-certification not obtained.
MEDICAL EQUIPMENT	
DME (durable medical equipment)	Call before equipment is ordered if more than \$500 for each item.
OUTPATIENT THERAPY	<u> </u>
Mental health & substance abuse outpatient therapy/counseling	Call after a combined total of 7 sessions from one or more providers. Call each year if care is on-going.
Occupational and speech therapy	Call after the 10th session each calendar year from one or more providers. Call each year if care is on-going.
Physical therapy	Call after the 7th visit.
DIAGNOSTIC TESTS	
MRI, PET & CT scans	Call before test is done. Covered 100% if pre-certified and done at a free standing facility. Deductibles and co-insurance amounts apply if pre-certified and done at a hospital facility or billed by a hospital.
OTHER SERVICES	
Home health care	Call before services start.
Skilled nursing facility	Call before being admitted.
Sleep Study, Hospice, Infertility treatment, Non-surgical transplants, Other gender reassignment services	Call before services start.

Plan A effective 1/1/2018. This is a summary of benefits offered to City Employees (excluding Sworn Police Officers below the rank of Sergeant and Seasonal Employees). The Plan Document and subsequent updates always supersede this summary.

PPO PRESCRIPTION DRUG PROGRAM

Administered by CVS Caremark

PPO PRESCRIPTION MEDICATIONS	YOU PAY
RETAIL - Short term medications If purchased at a participating retail pharmacy 34 day supply or 100 units whichever is less.	Generic \$10 copay Preferred formulary brand name \$30 copay Non-preferred brand name \$45 copay
RETAIL - Maintenance or long term medications The 4th fill and any additional refills 34 day supply or 100 units, whichever is less.	Generic \$20 copay Preferred formulary brand name \$60 copay Non-preferred brand name \$90 copay
MAIL ORDER - Long term medications for chronic conditions	Generic \$20 copay Preferred formulary brand name \$60 copay
90 day supply	
To get medications through the mail, send your doctor's prescriptions to:	
CVS Caremark P.O. Box 94467 Palatine, IL 60094-4467	
Call Caremark or visit its website for more information about mail order.	
Generic birth control Smoking Cessation medications	\$0 copay

VALUE FORMULARY

Your plan has adopted the Value Formulary to encourage use of generics. Prescriptions not on the Value Formulary list will be denied coverage at the pharmacy and the pharmacist will then ask your physician to substitute a Value Formulary drug.

If your physician does not agree to change the prescription, your physician must request an exception from CVS Caremark by submitting clinical information for prior authorization. An approval or a denial will be faxed to your physician and mailed to your home address. Call CVS Caremark or visit the website for information about the prior authorization process and the list of Value Formulary drugs.

www.caremark.com 1-866-748-0028

BLUE ADVANTAGE HMO* - A Blue Cross HMO

If care is pre-approved by your HMO primary care physician (PCP)

YOU PA	AY		
DOCTORS VISITS			
Primary Care Physician	\$25 copay		
Specialists	\$35 copay when approved by PCP		
Pre-natal visits	\$25 copay first visit		
HOSPITAL (all hospital services must be approved by PCP)			
Inpatient admission	\$20 copay		
Surgery (inpatient & outpatient)	\$20 copay		
Maternity delivery Care in the hospital for mother & baby	\$0 after \$20 hospital copay		
PREVENTIVE SERVICES			
Routine checkups for adults & children; well-baby care; well-women visits; mammograms; DRE & PSA; colonoscopies, hearing tests	\$0 copay		
EMERGENCY SERVICES (see next page for emergency cover	age information)		
Emergency room treatment – life threatening	\$150 copay (waived if admitted)		
Ambulance – life threatening	You pay \$0		
MENTAL HEALTH & SUBSTANCE ABUSE (must be pre-appro-	ved by PCP)		
Outpatient therapy	\$25 copay		
Inpatient care	\$20 copay each admission		
OUTPATIENT REHAB THERAPY (must be pre-approved by PC	CP)		
Physical, speech and occupational therapy	\$0 copay Limit of 60 visits combined each calendar year		
OTHER SERVICES (all other services must be pre-approved by PCP)			
Skilled nursing facility	\$0 Limited to 120 days a year		
Durable Medical Equipment (DME)	\$0		

Hospice

Home health care

Ambulance transport between hospitals

www.bcbsil.com/cityofchicago 1-800-730-8504

^{*}HMO enrollment is available at the first open enrollment following 18 months of full-time City employment.

HMO EMERGENCY CARE

The Blue Advantage HMO covers life threatening medical emergencies. It also covers care for acute medical problems when pre-approved by your primary care physician (PCP).

What is a medical emergency?

A life threatening medical emergency is the sudden and unexpected onset of a potentially dangerous situation which, if not treated immediately, could jeopardize your health. Such conditions are also severe and sudden in onset.

EMERGENCY ROOM TREATMENT Go to the nearest emergency room in the event of a life threatening emergency	You pay \$150 copay – waived if admitted If possible, contact your PCP before seeking emergency care. (Your PCP is available 24 hours a day, seven days a week.) In a life threatening emergency, call 911 and contact your PCP within 48 hours following emergency care.
AMBULANCE For life threatening medical emergencies	You pay \$0
TREATMENT IN PCP OFFICE For acute medical problems which are not life threatening	You pay \$25 copay if care is given in your PCP's office. Call your PCP's emergency number on the back of your Blue Advantage HMO ID card. A doctor or nurse will evaluate the problem and give instructions on where to go for medical care.
URGENT MEDICAL CARE AWAY FROM HOME For treatment for unexpected illness and injury when travelling outside the Chicagoland area contact your PCP.	Call the toll-free emergency number on the back of your Blue Advantage HMO ID card. If you or a covered dependent is away from home for more than 90 days, guest membership is provided at affiliate HMOs. Copays maybe different.

^{*}HMO enrollment is available at the first open enrollment following 18 months of full-time City employment.

www.bcbsil/cityofchicago 1-800-730-8504

HMO PRESCRIPTION DRUG PROGRAM

Administered by Blue Cross Blue Shield of Illinois

HMO PRESCRIPTION MEDICATIONS	YOU PAY
RETAIL - Short term medications If purchased at a participating retail pharmacy 34 day supply or 100 units whichever is less	Generic \$10 copay Preferred brand name \$30 copay* Non-preferred brand name \$45 copay*
RETAIL - Maintenance or long term medications The 4th fill and any additional refills 34 day supply or 100 units, whichever is less.	Generic \$20 copay Preferred brand name \$60 copay* Non-preferred brand name \$90 copay*
MAIL ORDER Long term and maintenance medications for chronic conditions 90 day supply To order medications through the mail, send your doctor's prescription to: Prime Mail P.O. Box 650041 Dallas, TX 75265-0041 Go to www.bcbsil.com/cityofchicago or call 1-877-357-7463 for more information about mail order.	Generic \$20 copay Preferred brand name \$60 copay*
Oral Contraceptives (generic or brand)*	Generic \$0 copay Preferred brand \$30 copay Non-preferred brand \$45 copay
Smoking cessation medications	Certain generic medications \$0 copay

^{*}If the member chooses brand when generic is available, member pays the cost difference between the brand and the generic drug PLUS the generic co-pay.

www.bcbsil.com/cityofchicago 1-877-357-7463

DENTAL PROGRAM

Administered by Blue Cross Blue Shield of Illinois

Enrollment in the dental plan is available after one calendar year of full-time employment. Separate contributions for dental coverage will be taken as payroll deductions.

If you want to add or drop dental coverage or change dental plans for 2018, visit www.cityofchicagobenefits.org or call the Benefits Service Center 1-877-299-5111 during open enrollment.

BLUE CARE DENTAL PPO & HMO BENEFITS

	PPO In-Network PPO Out-of-Network		HMO In-Network*	
	YOU PAY	YOU PAY	YOU PAY	
Preventive (Two visits each year) Oral exams Cleanings X-Rays	\$10 copay No deductible for preventive services	20% of PPO allowable amount plus balance of billed charges No deductible for preventative services	\$10 copay for each preventative visit No deductible in the HMO	
Annual deductible	YOU PAY	YOU PAY	YOU PAY	
(amount each member pays first before plan pays benefits)	\$100	\$200	No deductible	
Annual limit	PLAN PAYS UP TO	PLAN PAYS UP TO		
(maximum amount a member receives in dental coverage each year after deductible has been paid)	\$1,500	\$1,500	No annual limit	
	YOU PAY	YOU PAY	YOU PAY	
Restorative Endodontics Periodontics Surgery Oral Surgery Crowns	20% 20% 20% 40% 40%	50% of PPO allowed amount plus balance of billed charges	Copays of various amounts (for information about co-pay amounts visit www.bcbsil. com/cityofchicago or call 1-855- 557-5487) Plan pays 100% after co-pay	
Orthodontics	Not covered	Not covered Covered for children of police and uniformed fire up to age 25 with \$1,800 coverage limited to age all others with \$1,800 cop covered for employee or		

^{*}There is no coverage out-of-network in the Dental HMO. You must use dentists who participate in the Dental HMO. For up-to-date information about HMO dentists visit the dental program website or call for more information.

www.bcbsil.com/cityofchicago 1-855-557-5487

VISION PROGRAM

You pay separate contributions for vision coverage which will be taken as payroll deductions. No action is needed if you want to continue your same vision coverage in 2018. If you want to drop vision coverage for 2018, visit www.cityofchicagobenefits.org or call the Benefits Service Center 1-877-299-5111 during open enrollment.

The Vision Program is administered by Davis Vision and covers routine eye exams, as well as prescription eyeglasses or contact lenses. How much the plan pays depends on the type of services or eye-wear you choose, and which vision retail store you use.

You get the most value from your vision benefits when you use a provider in the Davis Vision network. To locate Davis Vision providers visit www.DavisVision.com or call 1-888-456-8758.

The Vision Program does not issue ID cards. Your Blue Cross ID or a state ID card will be used to verify coverage in the Davis Vision plan.

DAVIS VISION CARE BENEFITS

	In-Network You Pay	Out-ofNetwork You Pay
Routine Eye Exam (One exam every 12 months)	\$0	Balance over \$35
Frames One pair every 12 months	\$0 for frames from Davis Vision collection:	Balance over \$50
	Or balance over the \$110 allowance for frames at Vision-works stores*	
	Or balance over the \$50 allow-ance for frames at other in-net-work stores	
Lenses-single vision	\$0 one set every 12 months	Balance over \$35
Scratch Coatings	\$0 Copays	
Special lenses and other coatings	Visit www.davisvision.com or call 1-888-456-8758 for specific copay amounts.	
Contact lenses (in lieu of glasses)	Once every 12 months:	Balance over \$105.
	Davis vision collection: \$0 for 4 multipacks or 8 boxes.	
	Other disposables: Balance over \$105	

www.davisvision.com

Plan A effective 1/1/2018. This is a summary of benefits offered to City Employees (excluding Sworn Police Officers below the rank of Sergeant and Seasonal Employees). The Plan Document and subsequent updates always supersede this summary.

^{*} Visit the DavisVision website or call 1-888-456-8758 to locate a Visionworks store

CHICAGO LIVES HEALTHY WELLNESS PROGRAM for 2018

PROGRAM ENROLLMENT

You will be automatically enrolled in the Chicago Lives Healthy wellness program starting on January 1, 2018 if you:

- are a City employee who was covered by a City medical plan as of November 1, 2017; or
- are the spouse/domestic partner/civil union partner (spouse/partner) of a City employee and you are covered as a dependent in a City medical plan as of November 1, 2017; or
- returned to work from a leave of absence and your medical coverage was reinstated before November 1, 2017. Your spouse/partner will also be automatically enrolled for 2018.

All participants will need to complete a biometric screening in 2018. Personalized letters outlining the enrollment steps and program requirements will be sent to each participant automatically enrolled in the *Chicago Lives Healthy* wellness program. Keep your address up to date with the City and follow the instructions in your letter, not your spouse's letter.

PROGRAM STEP DEADLINES

December 1, 2017 to March 10, 2018—Schedule and attend a biometric screening January 4, 2018 to March 10, 2018—Complete the Well-Being 5 Assessment January 4, 2018 to April 30, 2018—Complete the health advisor check-in call

OPTING OUT OF THE WELLNESS PROGRAM

You can opt out of the *Chicago Lives Healthy* program by selecting "no" during open enrollment. If you select "no" for yourself, you must also select "no" for your covered spouse/partner. If you select "no," you will pay a \$50 increase per non-participant in your monthly employee health care contributions for the 2018 benefit year. Increased medical contributions for those who opt-out of the *Chicago Lives Healthy* wellness program will begin with the first pay period of January 2018.

WAIVER OF ENROLLMENT:

If you and/or your spouse/partner believe you need a waiver of enrollment from the Chicago Lives Healthy wellness program due to a medical condition or illness that prevents you from participating in 2018, you must apply for this waiver in writing. If you and/or your spouse/partner have a waiver approved for 2017, a new medical waiver of enrollment must be submitted for 2018.

Send a written request for an application for a waiver of enrollment to the address below. A waiver form will be mailed to you promptly to be completed by your personal physician.

Wellness Administrator City of Chicago Benefits Office 333 S. State Street-Room 400 Chicago, IL 60604-3978

Return completed medical waiver of enrollment applications no later than November 30, 2017.

Watch for more *Chicago Lives Healthy* wellness program information to arrive at your home in December, 2017 and in the Benefits Bulletin in January 2018.

For more information go to www.chicagoliveshealthy.com or call Healthways at 1-866-556-7671

PROTECT YOUR FUTURE INCOME FOR YOU AND YOUR LOVED ONES

The City gives you basic term life insurance and the chance to buy more coverage through its group insurance policy. Visit a benefit fair during open enrollment to speak with experts who represent the companies underwriting these programs, or contact their customer services anytime to learn more.

BASIC TERM LIFE INSURANCE: (Prudential www.prudential.com or 1-800-778-3827)

As a City employee, you automatically receive \$25,000 of free basic life insurance which pays in the event of your death and/ or for certain accidental losses. (This amount is \$75,000 for uniformed Firefighters and Paramedics.) When your employment with the City ends, you can continue this basic life insurance by paying premiums directly to Prudential.

OPTIONAL TERM LIFE INSURANCE: (Prudential www.prudential.com or 1-800-778-3827)

During open enrollment you may increase the amount of basic life insurance for yourself or buy coverage for your eligible dependents. You will pay the cost through payroll deductions. Proof of good health is required (satisfactory to Prudential) if you wish to:

- Increase the amount of insurance (1 to 10x your annual earnings, up to \$1.5 million)
- Buy insurance for a spouse or civil union/same sex domestic partner for \$10,000 or \$25,000 or \$50,000 of coverage (limits apply)
- Enroll children from live birth to age 25 for \$5,000 to \$10,000 in coverage (one rate covers all your children and no proof of good health is required)

VOLUNTARY PERMANENT LIFE INSURANCE: (Texas Life (formerly MetLife) www.empben.com/CityofChicagoUL/ or 1-800-638-6855)

Permanent life insurance also provides a death benefit. Sign up during the open enrollment period and/or apply for coverage for your dependents. (Proof of good health is required satisfactory to Texas Life.)

LONG TERM DISABILITY: (Prudential www.prudential.com 1-800-778-3827)

Long term disability insurance (LTD) is designed to give you a monthly cash payment in the event you cannot work because of an illness or injury. Proof of good health is required when you sign up or LTD during open enrollment.

DEFERRED COMPENSATION: (Nationwide www.chicagodeferredcomp.com 1-855-457-2489 or 1-877-677-3678). The City offers a tax deferred compensation plan that allows employees to put aside money from each paycheck toward retirement. A deferred compensation plan can supplement your pension and help increase your retirement income. You can enroll in the Deferred Compensation program at any time. Call Nationwide or visit a benefit fair to speak with a Nationwide representative.

ENROLL OR RE-ENROLL IN A FLEXIBLE SPENDING ACCOUNT (FSA)

Flexible Spending Accounts may save you money by reducing your income taxes. An FSA allows you to have money deducted from your paycheck before your federal and Social Security taxes are calculated. Your FSA contributions are automatically tracked in a special FSA account administered by PayFlex. You can choose to have FSA reimbursement checks mailed to you or deposited directly into your bank account. (Please note: the FSA program does not issue you a debit card, you must submit claims.)

FSA contributions are spread over the year and taken out each paycheck. After you decide how much you want to put aside in an FSA, call the Benefits Service Center to enroll (1-877-299-5111) or enroll at www.cityofchicagobenefits.org.

HEALTH CARE FSA

A Healthcare FSA allows you to set aside pre-tax dollars for qualified health expenses that are not covered by medical, dental or vision insurance. Qualified expenses include deductibles, co-pays for medical care and prescription medications, vision services and dental care. The maximum FSA contribution in 2018 is \$2,550.

Estimate how much you will likely spend in 2018. Consider what medical, vision and dental expenses you are fairly certain you will have next year including deductibles, co-pays and co-insurance amounts, as well as any out-of-pocket expenses for services not covered by the plan (eye laser surgery, dental implants etc). A complete list of health care expenses for FSA reimbursement can be found at www.irs.gov/pub/irs-pdf/p502.pdf.

DEPENDENT CARE FSA

Use pre-tax dollars to pay for care for a dependent child, disabled spouse, elderly parent or other tax dependents. Qualified expenses include a babysitter, day care, preschool tuition, before and after school care and day camps for dependents under age 13. Care for other tax dependents who are mentally or physically incapable of caring for themselves also qualifies for FSA reimbursement. The maximum contribution in a dependent care FSA in 2018 is \$5,000.

USE IT OR LOSE IT

The IRS requires that any money left in your account at the end of the year will be forfeited. If you enroll in an FSA for 2018, qualified expenses have to be incurred before March 15, 2019. You will have until March 31, 2019 to submit your 2018 expenses.

If your employment with the City ends before you have used all the money in your FSA, you have until the end of the annual grace period to submit expenses for FSA reimbursement (for example, March 31, 2019 for expenses incurred in 2018). If you plan to incur expenses after your employment with the City ends, you must elect to continue FSA contributions under PHSA/COBRA.

DON'T FORGET TO RE-ENROLL!

You must re-enroll in the FSA each year during Open Enrollment

www.cityofchicagobenefits.org

1-877-299-5111 (FSA enrollment cannot be done by PayFlex)

HEALTH CARE CONTRIBUTION RATES FOR 2018

Union and Non-Union Employees

(Contributions taken as payroll deductions; 24 pay periods each year)

DENTAL & VISION INSURANCE

PLAN	SINGLE	EMPLOYEE+1	FAMILY
DENTAL HMO	\$0.20	\$1.08	\$2.78
DENTAL PPO	\$0.51	\$1.02	\$2.05
VISION	\$0.15	\$0.30	\$0.61

MEDICAL PLAN (HMO & PPO)

ANNUAL SALARY	SINGLE	EMPLOYEE+1	FAMILY
Up to \$30,000	\$15.71	\$23.88	\$27.65
\$30,001 and < \$89,999	1.2921% of payroll ÷ 24	1.9854% of payroll ÷ 24	2.4765% of payroll ÷ 24
Union Employee \$90,000 and above	\$48.45	\$74.45	\$92.87
Non Union Employee \$90,000 to \$119,999	\$48.45	\$74.45	\$92.87
Non Union Employee \$120,000 and above	1.2921% of payroll ÷ 24	1.9854% of payroll ÷ 24	2.4765% of payroll ÷ 24

HEALTH CARE CONTRIBUTION RATES FOR 2018 CROSSING GUARDS

(Contributions taken as payroll deductions; 18 pay periods each year)

DENTAL & VISION INSURANCE

PLAN	SINGLE	EMPLOYEE+1	FAMILY
DENTAL HMO	\$0.27	\$1.08	\$2.78
DENTAL PPO	\$0.68	\$1.36	\$2.73
VISION	\$0.20	\$0.40	\$0.81

MEDICAL PLAN (HMO & PPO)

ANNUAL SALARY	SINGLE	EMPLOYEE+1	FAMILY
Up to \$30,000	\$20.95	\$31.84	\$36.87
\$30,001 and < \$89,999	1.2921% of payroll ÷18	1.9854% of payroll ÷18	2.4765% of payroll ÷18
\$90,000 and above	\$64.61	\$99.27	\$123.83

BE HONEST!

A REMINDER ABOUT FRAUD

Any kind of fraud on the City of Chicago's benefit plans may result in adverse consequences to an employee and dependent, for example:

- Failure to notify the City Benefits Service Center and Chicago Benefits Office of an event that would cause coverage to end, e.g. divorce (see procedure below)
- Misrepresentation by the employee or dependent regarding the initial eligibility, for example, the dependent's age, or that the dependent is not a legal dependent of the employee
- Any attempt to assign or transfer coverage to someone else (e.g. letting another person use your Plan ID card)

The employee will be required to pay for any claims and all administrative costs that were incurred fraudulently. This may result in coverage being terminated for the employee and action by the City to collect any money paid. The City may also discipline the employee, up to and including termination.

DIVORCED SPOUSE'S HEALTH COVERAGE:

If an employee becomes divorced, he/she must follow the procedure outlined at www.cityofchicagobenefits.org: Notify the Benefits Service Center within 30 days of the date of the divorce and bring a certified copy of the divorce decree to the Chicago Benefits Office within 60 days.

Failure to comply with the procedure will result in the employee being held liable for any healthcare claims and related expenses incurred by the participant and the ex-spouse.

You must call the Benefits Service Center to notify the City of the divorce at 1-877-299-5111 and take the divorce decree to:

Chicago Benefits Office

333 South State Street Room 400 Chicago, IL 60604-3978

(Open Monday thru Friday, 8:30 a.m. to 4:30 p.m.)

QUESTIONS? WANT TO LEARN MORE?

Visit a Benefits Information Fair and speak directly with representatives from the Chicago Benefits Office, Blue Cross (HMO and PPO), Blue Care Dental HMO & PPO, Telligen medical advisor, CVS Caremark prescription drug program, Davis Vision Plan, PayFlex FSA, Prudential term life insurance and voluntary long term disability, Nationwide deferred compensation program, Wageworks transit benefits, Texas Life insurance, Combined and Aflac Voluntary Supplemental Insurance and the Chicago Patrolmen's Federal Credit Union.

Date	Time	Location	Address
Wednesday October 18, 2017	10:00 AM - 3:30 PM	Family and Support Services	1615 W. Chicago Ave. (2nd Floor) (Room 249A)
Friday October 20, 2017	10:00 AM - 3:30 PM	Public Safety Headquarters	3510 S. Michigan Ave. (Multi-Purpose Ro om)
Tuesday October 24, 2017	10:00 AM - 3:30 PM	Midway Airport AMC Building	6201 S. Laramie St. (1st Floor)
Wednesday October 25, 2017	10:00 AM - 4:00 PM	City Hall	121 N. LaSalle St. (11th Floor)
Friday October 27, 2017	10:00 AM - 3:30 PM	O'Hare Airport Department of Aviation	10510 W. Zemke Blvd. (2nd Floor)
Wednesday November 1, 2017	10:00 AM - 4:00 PM	DePaul Center	333 S. State St. (4th Floor)

Benefits Information Fairs are for current employees and their spouses/civil union partners to learn more about healthcare and other benefits related to the open enrollment process.

VOLUNTARY SUPPLEMENTAL INSURANCE

Beginning in January 2018, employees will have the opportunity to purchase voluntary supplemental insurance through payroll deduction. Voluntary Supplemental Insurance will be sold by two insurers:

Combined Insurance Company
Aflac Insurance Company
1-888-870-3382
1-888-382-3522

Each insurer is authorized to enroll you in one of three supplemental insurance products:

- Hospital Indemnity Insurance pays a fixed dollar amount if you are hospitalized
- Accidental Injury Insurance pays a fixed dollar amount for certain medical and other services if you are injured in a non-work accident
- Critical Care insurance pays a fixed dollar amount if you become ill with a specified critical diagnosis

Employees should carefully consider which of the optional products the City offers best meets their needs for life insurance, disability insurance, medical and dental care and now supplemental insurance through payroll deduction.

Detailed information about these products is available directly from the insurers at the numbers listed above. Additional information will be sent to your home by the insurers. The City of Chicago Benefits Office does not provide advice regarding these insurance products.

BLUE CROSS ONLINE

Check the status of your claims, request new ID cards, download an image of your ID card onto your phone, and find providers in the City of Chicago's PPO and Blue Advantage HMO plans.

To register: locate your group number and member ID number on your Blue Cross card. Then go to the website www.bcbsil.com/cityofchicago and click Register Now and follow the prompts to create a username and password.

BLUE 365 DISCOUNT PROGRAM www.blue365deals.com

A program offered by Blue Cross Blue Shield of Illinois to HMO and PPO members. Save money on health care products and services that are not covered by the City of Chicago's medical plans. Get discounts from top national and local retailers on fitness gear, gym memberships, family activities and healthy eating options. Examples include Reebok shoes, Life Time Fitness memberships, Procter and Gamble Dental Products and TruHearing services. Register to receive weekly featured deals which offer additional discounts for a short period of time. There are no claims to file.

VOLUNTARY CHARITABLE PAYROLL CONTRIBUTIONS PROGRAM

City employees have the opportunity to extend their generosity to thousands of individuals and families through the Employee Voluntary Charitable Payroll Contributions Program. Choose up to ten agencies to receive your contributions from a list of 29 approved Chicagoland area charitable organizations. If you already participate in the program, you can make changes, discontinue deductions, add new charities or increase your contributions at any time. For more information, speak to your payroll administrator or download the Charitable Contribution Allocation form at: http://www.cityofchicago.org/city/en/depts/fin/provdrs/payroll. html under supporting information, "Charitable Giving".

ONLINE PAY SLIPS

Sign up for GreenSlips, the City online pay slips program to view direct deposit of your paycheck online. You can also view and download your W2 tax return as soon as available.

Go to https://greenslips.cityofchicago.org/TransformContentCenter/ and use your employee number to set up a secure account.

2018 IMPORTANT WEBSITES AND PHONE NUMBERS

SERVICE PROVIDER	WEBSITE	PHONE NUMBER
City of Chicago Benefits Service Center	www.cityofchicagobenefits.org	1-877-299-5111
Medical PPO Blue Cross Blue Shield of Illinois CVS Caremark Telligen medical plan advisor Best Doctors Comprehensive Physician Care	www.bcbsil.com/cityofchicago www.caremark.com http://telligen.qualitrac.com	1-800-772-6895 1-866-748-0028 1-800-373-3727 1-866-904-0910 1-773-702-0781
Medical HMO Blue Advantage HMO HMO pharmacy program	www.bcbsil.com/cityofchicago	1-800-730-8504 1-877-357-7463
BlueCare Dental Dental PPO and HMO	www.bcbsil.com/cityofchicago	1-855-557-5487
Davis Vision	www.davisvision.com	1-888-456-8758
Quest Diagnostics	www.questdiagnostics.com	1-866-697-8378
PayFlex Flexible Spending Account (FSA)	www.HealthHub.com	
Healthways	www.chicagoliveshealthy.com	1-866-556-7671
Wageworks Transit Benefit	www.wageworks.com	1-877-924-3967
Prudential Basic term life insurance	www.prudential.com	1-800-778-3827
Prudential Long term disability	www.prudential.com	1-800-778-3827
Texas Life Universal permanent life insurance	www.empben.com/CityofChicagoUL/	1-800-638-6855
Nationwide Retirement Services	www.chicagodeferredcomp.com	1-877-677-3678
Voluntary Supplemental Insurance Combined Aflac		1-888-870-3382 1-888-382-3522

Plan A effective 1/1/2018. This is a summary of benefits offered to City Employees (excluding Sworn Police Officers below the rank of Sergeant and Seasonal Employees). The Plan Document and subsequent updates always supersede this summary.

2017 IMPORTANT WEBSITES AND PHONE NUMBERS

SERVICE PROVIDER	WEBSITE	PHONE NUMBER
Firemen's Annuity and Benefit Fund of Chicago	www.fabf.org	1-312-726-5823
Policemen's Annuity and Benefit Fund of Chicago	www.chipabf.org	1-312-744-3891
Municipal Employees' Annuity and Benefit Fund of Chicago	www.meabf.org	1-312-236-4700
Laborers' and Retirement Board Employees' Annuity and Benefit Fund of Chicago	www.labfchicago.org	1-312-236-2065

LEGAL NOTICES

CITY OF CHICAGO MEDICAL PPO PLANS ("MEDICAL PLANS")

NOTICE TO ENROLLEES OF MENTAL HEALTH PARITY AND ADDICTION EQUITY ACT EXEMPTION FOR 2018

Generally, group health plans sponsored by state and local governmental employers, such as the City of Chicago (the "City" or "plan sponsor") must comply with federal law requirements in title XXVII of the Public Health Service Act, and the amendments thereto set forth in the Mental Health Parity and Addiction Equity Act. However, these governmental employers are permitted to elect to exempt a plan from all of the requirements listed below for any part of the plan that is self-funded by the employer rather than provided through a health insurance policy. The purpose of this Notice is to inform you that the City of Chicago has elected to exempt the City of Chicago Medical PPO Plans as follows:

- 1. Protections against having benefits for mental health and substance use disorders be subject to more restrictions than apply to medical and surgical benefits covered by the plan (sometimes referred to as "mental health parity requirements"). The plan sponsor has elected to maintain the existing terms and conditions of the Medical Plans by exempting the Medical Plans from this requirement. Therefore, the City will continue in place the current requirement that Plan Participants who receive outpatient mental health and substance abuse treatment by a behavioral health specialist must obtain pre-certification by a Medical Advisor, under the Plans' Medical Advisor Review Program, after the first seven sessions each year with one or more such providers. This requirement will continue in effect for the 2018 plan year (beginning January 1, 2018, and ending December 31, 2018), and may be renewed for subsequent plan years pursuant to a subsequent exemption election, unless modified through the collective bargaining process.
- 2. Protection against limiting hospital stays in connection with the birth of a child to less than 48 hours for a vaginal delivery, and 96 hours for a cesarean section. The Medical Plans currently meet this requirement and thus this requirement will continue to apply under the terms of the Medical Plans without exception.
- 3. Certain requirements to provide benefits for breast reconstruction after a mastectomy. The Medical Plans currently meet this requirement and thus this requirement will continue to apply under the terms of the Medical Plans without exception.
- 4. Continued coverage for up to one year for a dependent child who is covered as a dependent under the plan solely based on student status, who takes a medically necessary leave of absence from a postsecondary educational institution. The Medical Plans no longer use student status and provides an opportunity to elect coverage to age 26 and thus this requirement currently applies under the terms of the Medical Plans without exception.

ANNUAL HEALTH CARE REMINDER

As required by the Women's Health and Cancer Rights Act of 1998, each medical plan offered by the City of Chicago provides benefits for mastectomy related services including reconstruction and surgery to achieve symmetry between breasts, as well as prostheses and complications resulting from a mastectomy (including lymphedema). Contact your PPO or HMO administrator for more information.