Benefit Information
Prepared for:

Washington University in St. Louis
Introduction

Dear Member,

Welcome to Advantica Dental Benefits!

You can access information about your dental plan benefits and search for participating providers through the following website:  www.advanticabenefits.com

The contents in this booklet outline important information regarding the coverage selected by your employer as well as policies concerning the privacy of your information.

For more accurate claim processing and unwanted payment delays, please share this information with your provider by presenting this booklet and your identification card at each office visit.

In addition, you may register your account online at www.advanticabenefits.com for access to real-time information regarding eligibility, claim status and coverage levels or to reprint an EOB.

We are pleased you have selected our dental benefit program and look forward to providing you with superior service.

Sincerely,

Advantica Customer Service Team

Contact Information

Mailing Address
Advantica Dental Benefits
P O Box 8510
St. Louis, MO 63126-0510

Customer Service
Phone  (314) 543-4900
       (800) 501-3471
Fax    (314) 849-4830
       (800) 501-8432
E-mail customerservice@advanticabenefits.com

Benefits underwritten by Advantica,  P O Box 8510, St. Louis, MO
Effective Date: 1/1/2015

Company Name: WU-Active Employees and Postdoctoral Appointees

GroupID: 99070102; 99070103; 99070104; 99070105; 99070106

Provider Panel: Advantica Preferred Provider Network

GroupID: 99070111; 99070112; 99070113; 99070114; 99070115

Provider Panel: Connection Dental Network

Eligible Person*: A regular faculty member with an appointment of 50% or more of the required full-time faculty workload, or a regular semester-based teaching faculty member on the Danforth campus with a semester appointment of at least 6.5 credit hours; a regular staff employee whose standard work schedule is 20 or more hours per week; an employee who is permanently disabled; an individual with a postdoctoral appointment, including postdoctoral research scholars, clinical fellows and clinical trainees who receive stipend payments from the University sufficient to cover the cost of benefits; or an employee who otherwise meets the eligibility requirements for coverage under the Employer Shared Responsibility provisions of the Affordable Care Act.

*An Eligible Person does not include a person whose employment is incidental to his or her educational or training program, unless such individual has a postdoctoral appointment; any leased employee deemed to be an employee of Washington University (“the University”) or an individual who is deemed to be an independent contractor, as determined by the Plan Administrator in its sole discretion in accordance with applicable laws and regulations, or an individual performing services for the Participating Employer pursuant to an agreement that provides that such individual shall not be eligible to participate in the benefit plans of the Participating Employer.”

Eligible Dependents:

1. Your Spouse or Domestic Partner, who resides with you. A Spouse is the person to whom you are legally married. A Domestic Partner is defined as a person of either gender to whom you are not legally married, but who resides with you in a non-platonic relationship and with whom you have an emotional and financial commitment. You and your Domestic Partner must not be legally married to, or the Domestic Partner of, another person under either statutory or common law.

2. Your (or your spouse's/domestic partner's) children (including natural children, stepchildren, legally adopted children, children placed with you for adoption, or children for whom you are the legal guardian) from birth to 26 years of age. A child for whom health care coverage is required under a Qualified Medical Child Support Order or other court or administrative order also qualifies as an eligible dependent.

3. Your (or your spouse's/domestic partner's) children (including natural children, stepchildren, legally adopted children, children placed with you for adoption, or children for whom you are the legal guardian) who are 26 years of age or older, are dependent upon you for support, and are incapable of self support due to mental or physical disability, as long as the disability existed prior to their reaching the age of 26 and the child was covered as your dependent under the Plan immediately prior to reaching age 26.

Waiting Period: Coverage is effective on the date you start work with the University if you start with the University on the first day of the month, or on the first day of the calendar month next following the date you start work with the University if you start work other than on the first day of a month.

Late Entrant Limits: N/A
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<tr>
<td></td>
<td>In Network</td>
<td>Out of Network</td>
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<tr>
<td>A - Preventive Services</td>
<td>100</td>
<td>90</td>
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<td>B - Basic Services</td>
<td>80</td>
<td>60</td>
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<td>C - Major Services</td>
<td>50</td>
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<tr>
<td>D - Orthodontia Services</td>
<td>50 (Applies to adults &amp; children)</td>
<td>50 (Applies to adults &amp; children)</td>
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**Deductibles**

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<th>Individual</th>
<th>Family</th>
<th>Apply to</th>
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<tr>
<td></td>
<td>$50</td>
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<td>Basic and Major</td>
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**Maximums**

- *Annual Individual:*
  - $1,500
  - $1,500
- *Lifetime Ortho:*
  - $1,250
  - $1,250

*All out of network claims are paid at the Fee Schedule.*

*Applies to preventive, basic and major services*
### Erisa Information

**Plan Administrator:** Washington University  
**Plan Type:** Fully Insured  
**Employer Identification Number:** 436410887  
**Type of Plan Administration:** The Plan is administered by the Plan Administrator and, to the extent delegated by the Plan Administrator, Advantica.  
**Plan Year:** January  
**Plan Funding:** The Plan is insured and funded by contributions from employees and from the general assets of the plan sponsor.  

**Agent for Service of Legal Process:** The Plan Administrator

### General Provisions

**ID Card**
Your card should be provided to the dentist at the start of each visit to ensure accurate processing and payment of your benefits. Although your card lists the name of the employee only, it also serves as identification for spouse and dependent visits.

**In Network Providers**
You can maximize your benefits by selecting a participating network provider. Providers have agreed to file claims for you, accept reimbursement directly from Advantica and not balance bill you for charges that exceed our maximum allowable.

**Out of Network Providers**
You may be responsible for paying the provider and possibly filing your own claim form. In addition, the provider may bill you for charges that exceed our maximum allowable.

**Explanation of Benefits**
After a claim is processed on you or your covered dependent(s) behalf, an Explanation of Benefits (EOB) detailing services, charges, paid amounts etc. will be generated and mailed to you.

**Claim Predetermination**
It is strongly recommended that your provider submit a pre-treatment estimate outlining proposed, non-urgent, service(s) expected to exceed $300. Advantica will evaluate coverage and estimate the amount of benefit.

**Coordination of Benefits**
When primary coverage exists under another benefit plan, Advantica will coordinate benefits up to the higher allowable of both plans, not to exceed the amount Advantica would pay as primary.

**Claim Appeal Process**
If a claim is denied or reduced, you or your beneficiary will be notified in writing within 30 days. A specific reason or reference from your plan provisions will be cited for the denied or reduced benefit. Within 180 days after receiving notice, you or your authorized representative may submit a written request for review. Please include reasons for which you believe the claim was denied or reduced improperly as well as any additional information, material or comments you consider appropriate. A decision will be made within 30 days of receipt of your request. If special circumstances require extended review, you will be notified within 30 days. A written explanation of the final decision including references to pertinent plan provisions will be sent to you no later than 60 days after receipt of your request.
Please refer to the Summary Plan Description for details regarding coinsurance percentages, deductibles and maximums.

Preventive Services

Comprehensive oral examinations: one per 36 consecutive month period.

Periodic routine examinations: 2 exams per 12 consecutive month period.

Bitewing x-rays: 1 series of 4 per 12 consecutive month period.

Full-mouth/panoramic x-rays: one per 36 consecutive month period.

Prophylaxis: 2 per 12 consecutive month period.

Topical fluoride treatment: once per 12 consecutive month period for a dependent child under 16 years of age and members 60 years of age and older.

Adjunctive pre-diagnostic test for detection of mucosal abnormalities, not including, cytology/biopsy procedures: One per 24 consecutive month period for members 18 years of age and older.

Basic Services

Space maintainers: limited to once per 5 years for replacement of prematurely lost teeth on a dependent child under 16 years of age.

Emergency palliative treatment: as required for treatment of severe pain, swelling or bleeding.

Sealants for permanent posterior teeth: 1 treatment per tooth during a 36 consecutive month period for a dependent child under 16 years of age.

Restorations: amalgam, silicate, acrylic or plastic restorations (excluding gold) are limited to 1 in a 24 consecutive month period per tooth per surface.

Extractions: simple and surgical extractions including extractions connected with orthodontia.

Surgical & Non-surgical Endodontics: direct pulp capping, pulpotomy and root canal therapy.

Non-surgical Periodontics: procedures necessary for the treatment of diseases of the gums and bone supporting teeth; includes periodontal scaling as well as root planing and splinting once per quadrant for every 24 consecutive month period.

Periodontal maintenance following active therapy: once per 12 consecutive month period.

Surgical Periodontics: procedures necessary for the treatment of diseases of the gums and bone supporting teeth; gingivectomy/gingivoplasty; osseous surgery/osseous graft.

All other oral surgery services.

Anesthesia: general anesthesia and IV sedation are covered when medically necessary and administered in conjunction with oral or dental surgery.

Occlusal guard for treatment of Bruxism, (harmful habits) and splint therapy: One per five (5) consecutive years.
**Major Services**

Dentures: replacement for partial or full upper and lower dentures is limited to once during any 7 consecutive year period, but not during the first year of coverage for new hires.

Maintenance of prosthodontics: repair or recementing of crowns, onlays, bridgework or dentures when performed more than 6 months after installation.

**Benefit Provisions (continued)**

Relining or rebasing of dentures: covered when performed more than 6 months after installation, but not more than once during any 36 consecutive month period.

First installation of removable dentures to replace one or more natural teeth extracted while the person is covered. This includes adjustments after the 6 month period following the date they were installed.

Replacement of an existing removable denture by a new denture or the adding of teeth to a partial removable denture.

Inlays and onlays: Covered only if teeth cannot be restored with a filling material; replacement of an inlay or onlay is covered once during any 7 consecutive year period and otherwise only when it cannot be made satisfactory, except in the case of accidental injury (see limitations and exclusions).

Crowns: Covered only if teeth cannot be restored with a filling material; replacement of a crown is covered once during any 7 consecutive year period and otherwise only when it cannot be made satisfactory, except in the case of accidental injury.

Bridges (pontics and abutment crowns): replacement of bridges is limited to once during any 7 consecutive year period, but not during the first year of coverage for new hires.

First installation of fixed bridgework to replace one or more natural teeth extracted while the person is covered. This includes onlays and crowns as abutments. It also includes precision attachments for dentures.

Replacement of a fixed bridgework by a new fixed bridgework or the adding of teeth to existing fixed bridgework.

Implants. Please contact customer service for further information. It is recommended that pre-treatment estimates be submitted for these procedures.

**Orthodontia Services**

Ortho care: treatment necessary for the prevention and correction of malocclusion for employees (no age limit) and to the end of the calendar month in which age 26 is met for an eligible dependent or spouse.
Limitations

The following services and procedures may be subject to limitations under your benefit program.

If dental care is received from more than one dentist for the same procedure, benefits will not exceed what would have been paid for one dentist for that procedure.

If alternate treatments are available, benefits will not exceed an amount otherwise payable for the least costly professionally satisfactory treatment.

A Gross Debridement will be paid as a basic procedure, limited to once in a lifetime.

Exclusions

The following services and procedures are excluded from your benefit program.

- Services provided solely to improve appearance or to correct congenital malformations.
- Replacement of lost or stolen dentures and other dental appliances or duplicate appliances.
- Nitrous oxide
- Any services not specifically stated as covered dental services (i.e. hospital, medical, prescription and non-prescription drugs).
- Treatment for malignancies, tumors or cysts.
- Maxillofacial or orthognathic surgery or any treatment for temporomandibular joint disorders (TMJ), craniomandibular disorders or other conditions of the joint linking the jawbone and skull.
- Services or supplies not reasonably necessary for the care of the covered person or charges that exceed the Maximum Allowable Fee limits.
- Coverage for treatment that is already in progress prior to the covered person's effective date or charges incurred for treatment provided after coverage terminates.
- Care covered under, or subject to, any worker's compensation law, federal employer's compensation or liability acts
- Services for which a covered person would normally incur no charge.
- Experimental services, procedures or supplies.
- Charges for hypnosis.
- Charges which were a direct or indirect result of any act of war.
- Charges for a partial or full removable denture, removable bridge or fixed bridgework if it includes replacement of one or more natural teeth missing prior to the covered person's effective date, unless the denture, bridge or bridgework also includes replacement of a natural tooth that is removed while the person is a covered person, was covered by another plan sponsored by the group immediately preceeding the date of coverage under this plan or was not an abutment to a partial denture, removable bridge or fixed bridge installed during the prior 5 years.
- Charges for complete occlusal adjustments in conjunction with temporomandibular joint therapy and crowns for occlusal correction.
- To the extent permitted by law, care received with or without charge from the Veteran's Administration or from or through the state, country, city or political subdivision.
- Tooth preparation, temporary crowns, temporary appliances, bases, impressions and anesthesia or other services which are part of the complete dental procedure are considered components of, and included in the fee for, the complete procedure. Separate fees will not be eligible for benefits from the certificate.
- Charges for oral hygiene instructions, OSHA compliance or sterilization fees, missed appointments and
duplication of x-rays or dental records.

The benefit limitations and exclusions set forth above are not all-inclusive and certain exceptions may apply. For a complete listing of benefit limitations and exclusions, please consult the Group Master Policy available in your Human Resources office.

www.advanticabenefits.com
Privacy Policies
Effective April 14, 2003

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Why am I receiving this notice?
Federal and state privacy laws, including the Health Insurance Portability and Accountability Act of 1996 (HIPPA) and the Gramm-Leach-Billey Act (GLBA) require that a reasonable effort be made to ensure the privacy of non-public Personal Health Information (PHI). It is required that we provide you this privacy policy explaining your rights as well as our rights and duties with respect to your PHI.

What is HIPAA?
HIPAA is a federal law with numerous safeguards in place to protect the privacy of your PHI.

Your Rights
You have the right to request* in writing...

• the disclosure of your PHI be restricted beyond those defined in this notice.
• all PHI correspondence be sent to an alternative location.
• all PHI correspondence be produced in a format other than normal methods such as mail, fax, e-mail and phone to the extent that Advantica possesses the appropriate tools to produce the format requested.
• copies of PHI in a designated record set for your review. This right does not apply when information is compiled in reasonable anticipation of a legal or administrative proceeding. A fee will be assessed to cover all costs inclusive of, but not limited to, labor, materials and postage.
• that your PHI be amended if incomplete or incorrect.
• a list summarizing how many times and to whom your PHI has been disclosed inclusive of six years prior to the date of your request. Such information is limited under federal law and does not include disclosures related to treatment, payment, processing or those that were pre-authorized beforehand.
• a paper copy of this notice (this can be viewed online at http://www.advanticabenefits.com/pdfs/advanticabenefits/member_privacy.pdf

Uses and Disclosures
PHI is used when necessary in order to execute the benefits of your plan including treatment, payments, administration and operations. The following sections detail the various uses of your PHI.

To Obtain Coverage – Information from you, your employer or your employer’s agent or consultant or another insurance company may be utilized to enroll, underwrite, rate, renew or respond to a request or change regarding your dental program.

To Track Changes – Enrollment information must be kept up-to-date to avoid unnecessary delays in the processing of your benefits and to administer COBRA coverage, if applicable. Your PHI may be shared with your employer’s COBRA administrator to process those benefits.

To Process and Pre-determination Claims – Your PHI may be shared with providers rendering services or to pre-determine benefits for certain procedures.

To Coordinate Benefits - Your PHI may be shared with other carriers to determine the appropriate rules to apply and to disburse the correct payment when coordinating benefits.
**Privacy Policies (continued)**

**To Review Utilization** – Your PHI may be used for concurrent case management and/or retrospective review to ensure dental services are being used appropriately.

**To Conduct Customer Service** - Your PHI may be requested prior to tending to any customer services issues regarding yourself, spouse or dependents.

**To Seek Reimbursement** –

**To Administer Benefits and Conduct Periodic Audits** – Your PHI may be shared with other organizations or persons in order to administer plan benefits. These organizations and persons are bound by the terms of a business associates agreement.

**To Monitor Quality and Seek Improvement** – Your PHI may be used for analytical purposes to develop or improve existing treatment management and wellness programs, to determine network adequacy, to identify program alternatives and/or to monitor the quality of care being delivered.

**To Collect Insurance** – Your PHI may be disclosed to your employer’s stop-loss insurance carrier for claim or premium related purposes.

**To a Law Enforcement or Government Official** – PHI may be disclosed...

- in response to a subpoena, court or administrative agency summons, warrant or order.
- to identify or locate a suspect, fugitive, material witness or missing person.
- about a victim of a crime, in limited circumstances.
- about a death believed to be the result of criminal conduct.
- about criminal conduct at a hospital.
- in an emergency, to report a crime, location of a victim or crime or the identity of a person who committed a crime.
- to an authorized federal officer for intelligence, counterintelligence and other national security activities mandated by law.
- in response to a discovery request in a civil proceeding.

**Will PHI be disclosed to my employer?**

Advantica may disclose information such as group claim history to your employer for purposes related to the administration of your dental benefit program, to obtain competitive bids from other carriers and to select new or change existing benefits. No personal claim information will be disclosed to your employer without your prior consent.

**What about the disclosure of HIV/AIDS status or genetic information?**

Some states, including Missouri, have special laws that restrict when Advantica may disclose such particularly sensitive PHI without your prior written consent. When applicable, Advantica will obtain your authorization before releasing such PHI.

**How much of my information is disclosed by Advantica?**

Only the minimum amount of information necessary to resolve an issue will be disclosed.
Questions, concerns and complaints

If you have questions, concerns or a complaint, please forward them to us using the contact information below:

Advantica Dental Benefits
Attn: Privacy Compliance Department
P. O. Box 8510
St. Louis, MO  63126-0510
Ph: (314) 543-4900 or (800) 501-3471
Fax: (314) 849-4830 or (800) 501-8432
E-mail: HIPAA@advanticabenefits.com

You may also file a complaint with the Secretary of Health and Human Services.

No retaliation or action will be taken by Advantica or your employer for filing a complaint.

Advantica is required by law to maintain the privacy of your PHI and to abide by the terms of this notice.

Advantica must obtain your written consent to disclose PHI not outlined in this notice. Should you choose to authorize the release of any PHI, it can be revoked at any time.

Advantica may change the practices and policies contained in this notice at any time. Charges may apply to information already in possession at the time of the change.

*Advantica reserves the right to review all requests and is not required to agree with the request if it compromises privacy set forth in this policy or if existing information is deemed to be accurate and correct.