

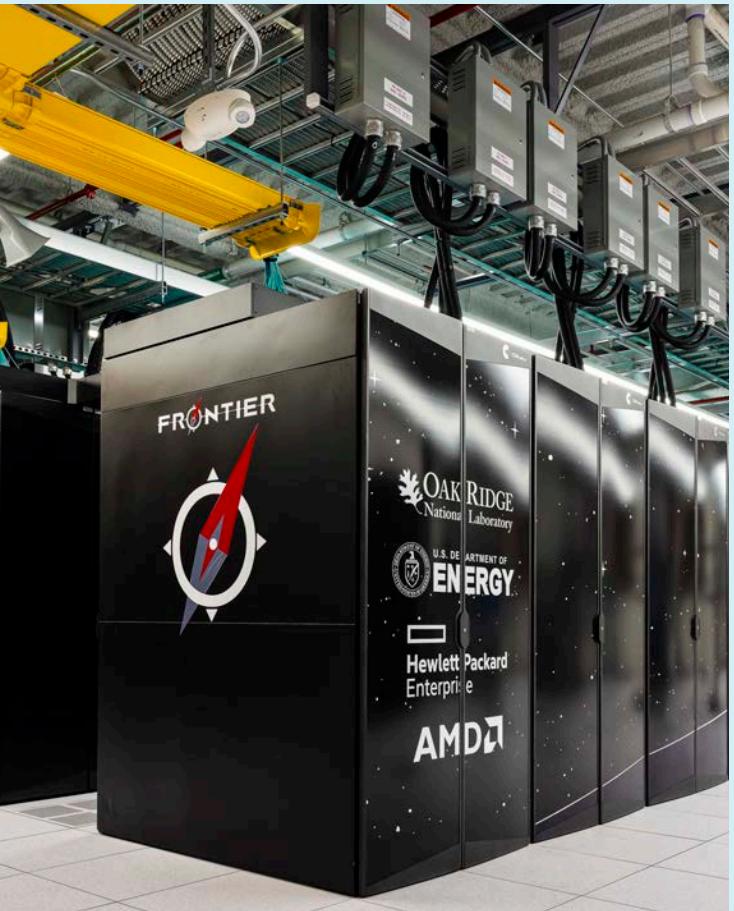
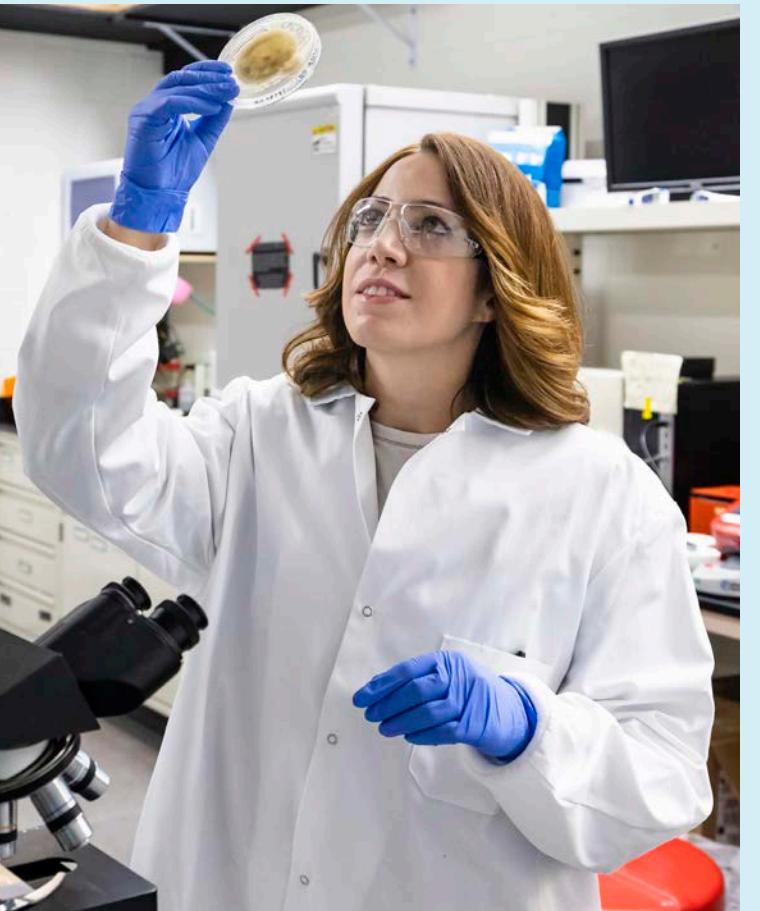


# A guide to understanding your 2024 ORNL health plan

Consumer Choice Medical Plan with Health Savings Account (HSA)  
for Salaried (monthly and weekly), ATLC, and IGUA Employees

United  
Healthcare

OAK RIDGE  
National Laboratory



# Let's get started

Your health care coverage is important to your health and well-being. The more you know about how your health plan works, the more likely you are to make better decisions when you need care.

This guide will help you understand the **Consumer Choice with HSA**, including:

- 1 The basics of your plan
- 2 Using your HSA
- 3 What to do when you need care
- 4 How to find and pay for care
- 5 What resources are available when you need help

This guide also covers each part of your health care experience, so you know what to expect and what you need to do. Don't forget to complete the checklist at the end.

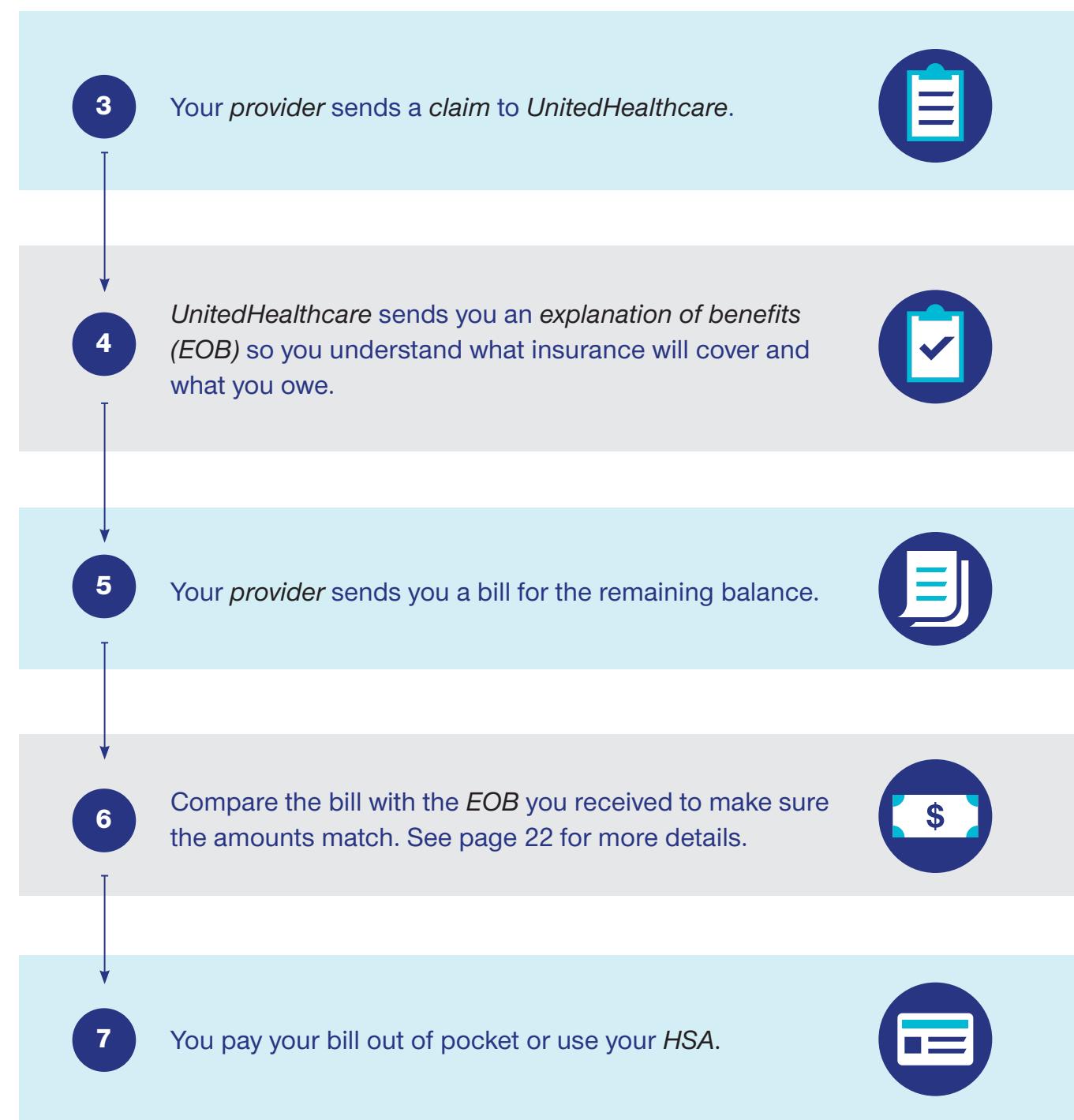
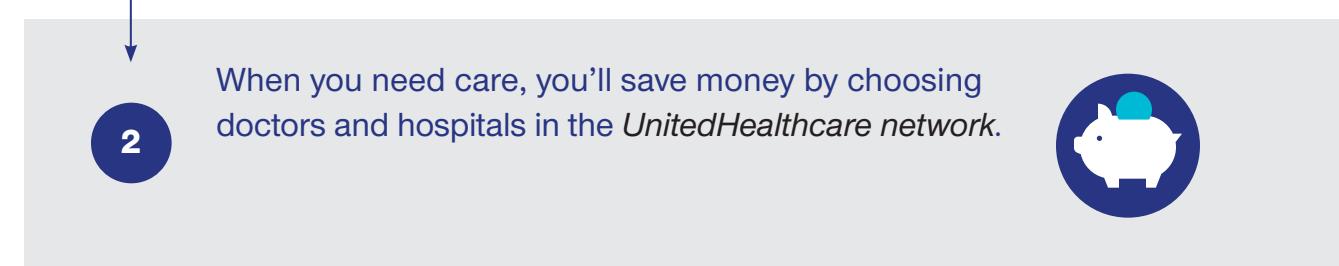
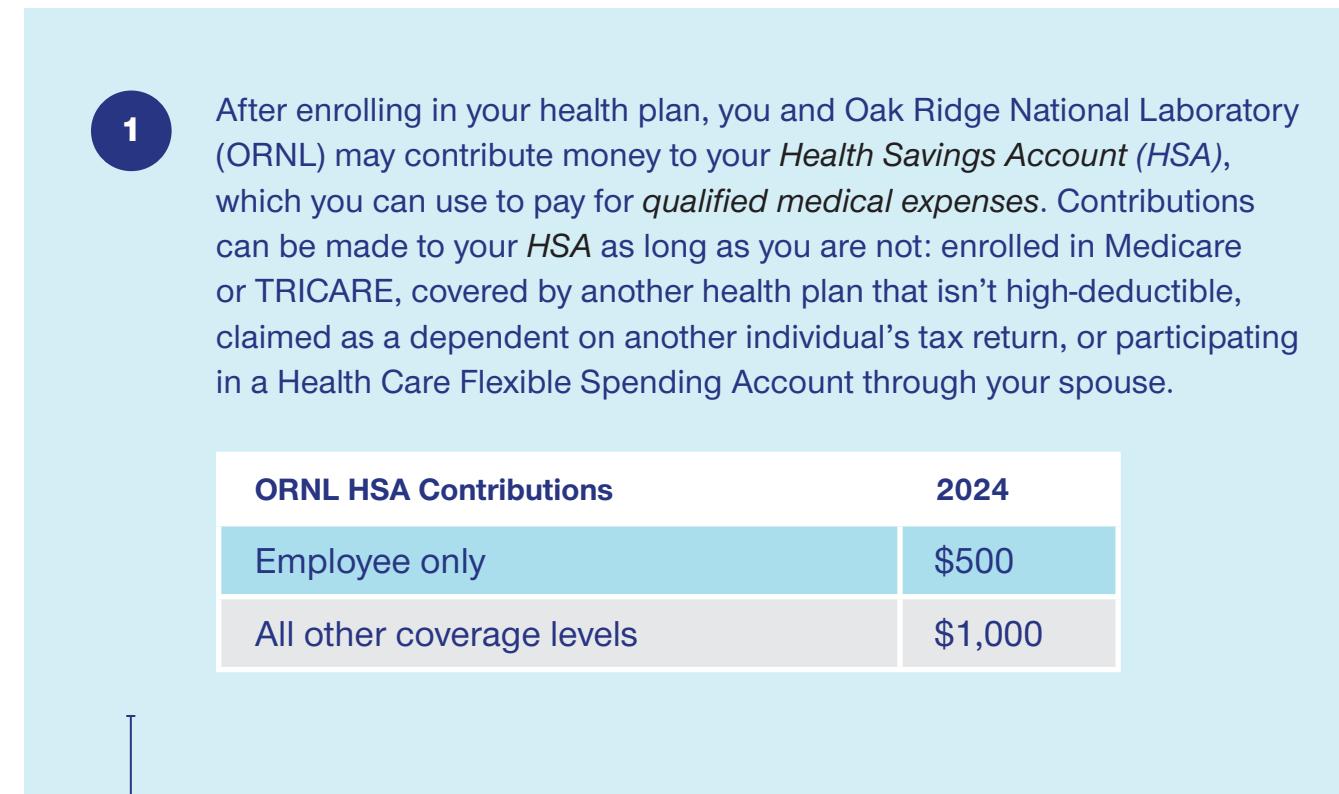
Note: Throughout the guide, important health care terms are **black** and *italicized*. You'll find brief definitions in the glossary toward the back.

## Questions?

Call a UnitedHealthcare Advocate at **1-844-234-7925**.

# Understand your health care experience

Your health plan, **Consumer Choice with HSA**, gives you more control over how you save and spend your health care dollars.



# Get to know the basics of your health plan

As an ORNL employee, you and ORNL contribute to the overall cost of the **Consumer Choice with HSA**. By understanding how this health plan works and making smart health care decisions, you help to keep health care costs down for you and other ORNL employees.

## Employees (and dependents)

Your health plan provides you and your family with 100% coverage for routine *preventive care* services and certain preventive medications. During the *deductible* phase, you'll pay 100% of the *eligible expense* until you meet your *deductible*. After that, you'll pay a *coinsurance* of 10% for medical services and 20% for prescriptions with a minimum and maximum copayment until you reach the *out-of-pocket maximum*. You may contribute to your *HSA* to build savings to use on medical expenses now or in the future.



## ORNL

ORNL subsidizes a considerable portion of your health care costs in a variety of ways:

- ORNL funds a large percentage of your **Consumer Choice with HSA premium**.
- ORNL makes an annual employer contribution to your *HSA*.
- ORNL pays 90% of your health care *claims* and 80% of your prescription drug *claims* after you meet the *deductible* and 100% once you reach the *out-of-pocket maximum*.

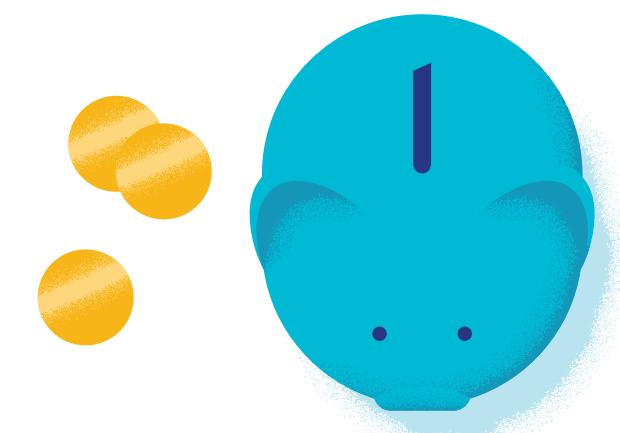


## UnitedHealthcare

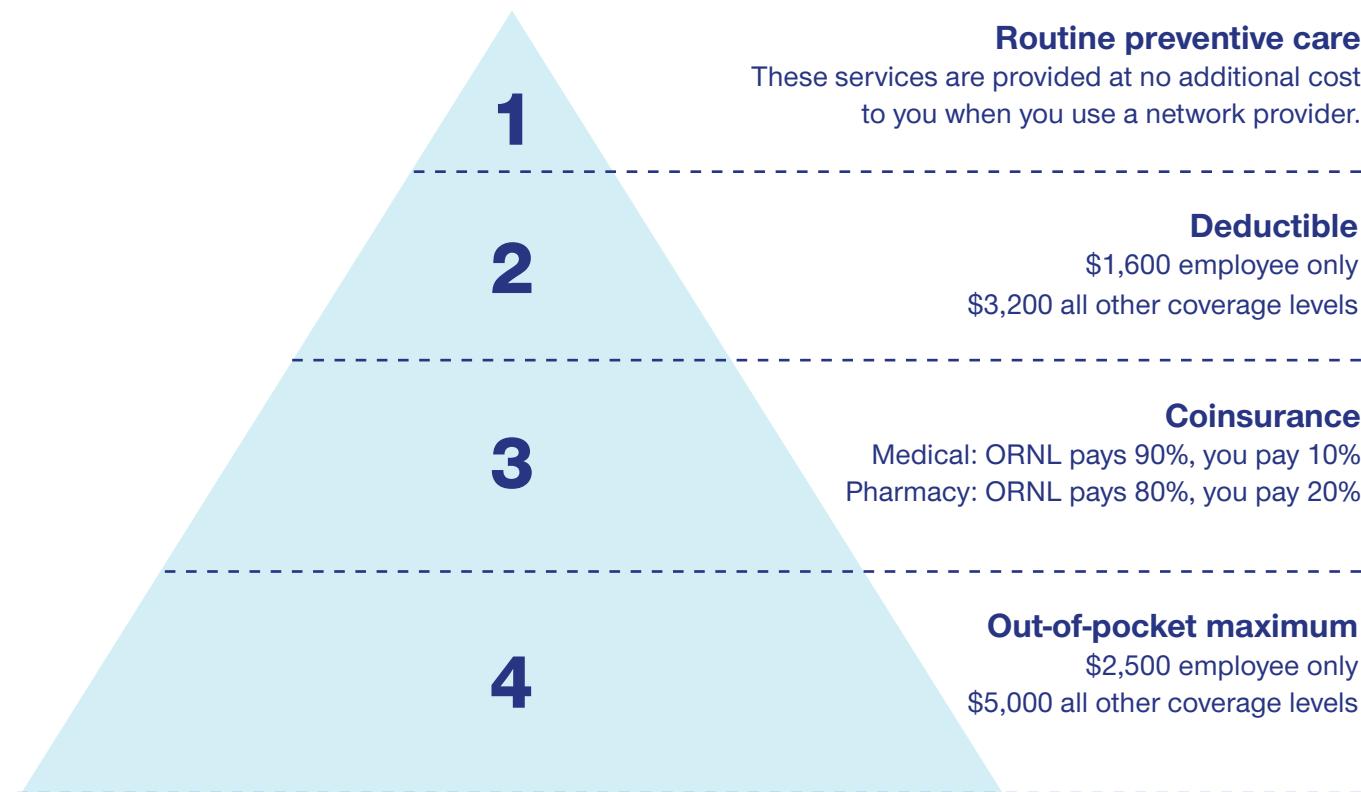
*UnitedHealthcare* reduces costs by providing the *network* and negotiating prices with doctors and other *network providers*. *UnitedHealthcare* also administers your health care *claims* and receives funds from ORNL to pay those *claims*.

The **Consumer Choice with HSA** allows you to make educated decisions about the care you receive and where to go for appropriate care. The plan offers:

- Advocate support for your health care questions, including: understanding your benefits and claims or getting answers about a bill or payment. Advocates can even call your doctor to resolve questions about an unexpected bill or claim.
- Tools to help you find a *network* doctor, estimate costs, and manage your health care dollars.
- 24/7 Virtual Visits that let you see a doctor anytime using your smartphone, tablet, or computer for minor and nonemergency care.



# Take a moment to review what your health plan covers



The **Consumer Choice with HSA** health plan is made up of 4 connected levels, including *preventive care*, an annual *deductible*, *coinsurance*, and an *out-of-pocket maximum*.



## Level 1:

Routine preventive care includes 100% coverage for annual physicals, age-appropriate screenings, and preventive medications as mandated by the Affordable Care Act. These services are provided at no additional cost to you when you use a *network provider*.

## Level 2:

All other services, including physician visits and prescription drugs, are subject to the annual *deductible*. You are responsible for 100% of the allowed cost until you reach the employee-only or family *deductible*.

## Level 3:

Once you meet the *deductible*, you share the costs by paying *coinsurance* for medical services and prescription drugs, up to the plan's *out-of-pocket maximum*.

## Level 4:

Once you reach the *out-of-pocket maximum*, the plan pays 100% of eligible covered medical services and prescription drugs for the rest of the year. The annual *deductible* and your *coinsurance payments* are included in the *out-of-pocket maximum*.

## Review required actions for your Health Savings Account (HSA)

With the **Consumer Choice with HSA** health plan, you own a tax-advantaged account with Optum Financial™ that can help you save for *qualified medical expenses*.

### Get a boost from employer contributions

ORNL offers employer contributions that are automatically deposited to your *HSA* in early January. If you enroll in the plan at another time during the calendar year because of a qualifying life event, ORNL will deposit the employer contribution within 30 days.

ORNL HSA contributions		
Year	Employee only	All other coverage levels
2024	\$500	\$1,000

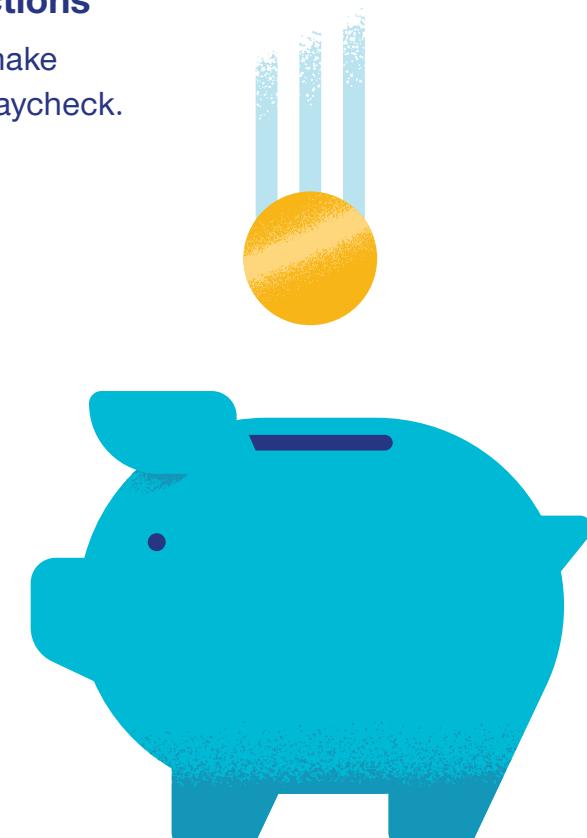
### Sign up right away for pretax payroll deductions

ORNL offers pretax payroll deductions so you can make tax-free contributions to your *HSA*, right from your paycheck. Participating saves you money in income taxes and FICA expenses.

### Internal Revenue Service (IRS) HSA contribution limit

Year	Individual	Family
2024	\$4,150	\$8,300

Those age 55 or older can make an additional catch-up contribution of up to \$1,000. Contributions from ORNL and the funds you contribute all count toward the limit.



### Activate your Optum Financial Mastercard® debit card to access your HSA funds

Use your Optum Financial debit card to pay for doctor office visits, prescriptions, and other *qualified medical expenses*. Request additional debit cards (for your spouse or tax dependents) at [optumbank.com](http://optumbank.com).

### Pay for qualified medical expenses

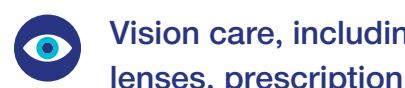
Use your *HSA* funds for *qualified medical expenses*, including:



Doctor office visits



Dental care, including extractions and braces



Vision care, including contact lenses, prescription sunglasses, and laser vision correction



Prescription medications



Physical therapy and chiropractic services



Hearing aids and batteries

The IRS determines what counts as a *qualified medical expense*. See Publication 502 at [IRS.gov](http://IRS.gov), call the IRS Helpline at **1-800-829-1040** or find a list of *qualified medical expenses* at [optumbank.com](http://optumbank.com).

### Reimburse yourself when you pay out of pocket

If you forget your Optum Financial debit card or choose to pay with other funds, you can reimburse yourself later for out-of-pocket payments. Just save the receipts to track your *qualified medical expenses*. To reimburse yourself, visit your *HSA* dashboard on [optumbank.com](http://optumbank.com).

### Save now and in the future

Your *HSA* balance rolls over each year so you don't lose unspent money and can plan ahead on how to save and spend your funds. Some years, you may rely on your *HSA* to help cover your *deductible* and out-of-pocket expenses. Other years, you may save your funds and let them grow tax-free through interest or investments.

An *HSA* is also a great way to save for retirement, especially if you max out your annual contributions. **Remember, you must elect your employee contributions annually. You can change your election during the year without a qualifying life event** by logging into your [my.adp.com](http://my.adp.com) account or calling the Benefits Service Center at **1-800-211-3622**.



For help, call a UnitedHealthcare Advocate at **1-844-234-7925**.

# Get your recommended preventive care

**Your health plan covers routine preventive care 100% when you see a network provider.**

Even if you live a healthy lifestyle, it's important to see your primary care physician each year for an annual checkup. Over time, your doctor will get to know you and your medical history. Developing a relationship with your doctor also gives you a chance to talk about your health, ask questions, and get recommended vaccinations and screenings.

More important, your doctor may be able to catch health issues before they become serious. The sooner you identify an issue, the better your chances of treating it.

For questions about *preventive care*, help scheduling appointments, and coverage details, call a UnitedHealthcare Advocate at **1-844-234-7925**.

## Employees can visit the WellOne Clinic for preventive care and more.

The WellOne Clinic offers convenient, onsite access to everything from annual checkups and vaccines to minor illnesses, injuries, and more:

**Preventive care:** Screenings, biometric testing, flu shots, immunizations

**Illnesses:** Colds, flu, strep throat, bronchitis, pink eye, respiratory, skin ailments, ticks and Lyme disease, UTI, gastro illnesses, ear infections

**Injuries:** Cuts, tears, bites, burns, strains/sprains



## Preventive care vs. diagnostic care: What's the difference?

Your insurance coverage is different depending on the type of care you receive — preventive or diagnostic. It's important to understand the difference before you make an appointment so you can anticipate any costs you may need to cover.

- Preventive care visits help you stay healthy — before you have symptoms. Certain preventive care services are covered 100% when you use a *network provider*. Examples include annual routine exams, age-specific screenings, and immunizations.
- When you have new symptoms or changes to an existing health condition, you need *diagnostic care*. You may need to share some of the costs — like *coinsurance* or a *deductible*. Examples include labs, tests for a certain condition, or a specialist visit.

In some cases, diagnostic testing or lab work can occur during a *preventive care* visit.

## Preventive care guidelines

Below are some guidelines based on the recommendations of the U.S. Preventive Services Task Force (USPSTF), U.S. Department of Health and Human Services, and the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention. Ask your doctor about how often and what type of routine preventive care is recommended for you.

For questions about coverage based on your health plan, call a UnitedHealthcare Advocate at **1-844-234-7925**.

Test/Screening	Guidelines <sup>1</sup> (not coverage details)
Routine physical	Recommended every year
Body mass index (BMI)	Recommended every year
Blood pressure	Ages 18+
Depression	Ages 18+
Cervical cancer (Pap test) (for women who have not had a total hysterectomy for benign disease)	Every 3 years for women ages 21–65 or every 5 years for women ages 30–65 with an HPV test
Cholesterol and lipid screening	Recommended annually for ages 40–75 and if at increased risk for coronary artery disease
Breast cancer (mammogram)	Ages 40–49: talk with your doctor; ages 50+ every 2 years
Diabetes screening	Ages 40–70 for adults who are overweight or obese
Colorectal cancer screening	Ages 45–75; talk to your doctor about which test is right for you
Lung cancer screening	Ages 55–80 who have a 30-pack/year smoking history and currently smoke or have quit within the past 15 years

<sup>1</sup>These guidelines are based on the recommendations of the U.S. Preventive Services Task Force (USPSTF), U.S. Department of Health and Human Services, and the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention. They are provided for informational purposes only and do not constitute medical advice. Individuals with symptoms or at high risk for disease may need additional services or more frequent interventions. Discuss with your doctor how these guidelines may be right for you, and always consult your doctor before making any decisions about medical care. These guidelines do not necessarily reflect the vaccines, screenings or tests that will be covered by your benefit plan. Refer to your plan documents for specific benefit coverage and limitations or call the toll-free member phone number on the back of your health plan ID card.

## It's easy to use your pharmacy benefits

*Express Scripts®* is your pharmacy care provider. Your pharmacy care experts are committed to providing easy, cost-effective ways to help you get the medications you need.

### Have your prescriptions delivered to your home

The home delivery option, designed for maintenance drugs, provides up to a 90-day supply of a drug. *Express Scripts* will deliver your medications right to your home, saving you a trip to the pharmacy. It's convenient — and often less expensive.

There's no charge for standard shipping to U.S. addresses. If you have medications you take currently, be sure to have a 1-month supply on hand while you transition to home delivery. If you prefer to call to set up home delivery, have the following information:

- Your doctor's contact information
- Names and strengths of current medications
- Payment information

Visit [express-scripts.com](http://express-scripts.com) to sign up for home delivery or call the number on your prescription plan ID card.



### Pick up your prescriptions at a pharmacy

You can use a *network* pharmacy for up to 3 30-day fills for your *maintenance medications*. After the third fill, you will need to switch to a 90-day supply, at retail or home delivery, otherwise you will pay the full cost of the medication, and these charges will not apply to your *deductible* or out-of-pocket expenses.

For nonroutine medications or controlled substances, we recommend that you use a *network* pharmacy. Find one at [express-scripts.com](http://express-scripts.com).

## Tips to lower your pharmacy costs

### Use generic equivalents vs. brand-name medications

Be sure to fill your prescriptions with generic equivalents when they're available. If you choose a brand-name drug instead of a generic equivalent — whether you or your doctor requests it — you will have to pay the difference between the gross cost of the brand-name drug and the generic drug, plus the generic copayment or *coinsurance*. The difference for filling the brand-name drug will not apply toward your *deductible* or out-of-pocket expenses.

If you can't take the generic drug for clinical reasons, you may qualify for paying only the brand-name copayment or *coinsurance* through the *Express Scripts* coverage review process.

### Compare the costs of medications

The *Price a Medication* tool at [express-scripts.com](http://express-scripts.com) can help you find drug information, compare prices, and learn about lower-cost options.

### Know your plan's coverage requirements

Some medications may have coverage requirements, and you may need to take action before you can fill the prescription. Your plan may require one or more of the following:

- **Prior authorization (PA):** Your doctor will need to request and receive approval before *UnitedHealthcare* will cover the medication.
- **Supply/quantity limits (SL):** Limits define how much of a drug you can fill during a specific time period.
- **Specialty medication (SM):** You can use a retail network pharmacy or *Accredo®*, the *Express Scripts* specialty pharmacy, for certain medications that treat complex or rare conditions.

Be sure to check if any requirements apply to your medications. Your plan may use these requirements to help manage costs or make sure the medication you're taking is appropriate for your condition.



### Call us with questions.

If you have questions about your pharmacy benefits, visit [expressscripts.com](http://expressscripts.com) or call 1-866-749-0097.

## When you need a doctor, you have options

When a health issue comes up, it isn't always easy to know what to do. Your health plan gives you access to a variety of care options to help you save time and money. Take a moment to consider your options now so you can make a confident decision when the time comes. Being prepared can help you stay calm in a stressful situation. Plus, you may be able to get care sooner by choosing the option that's right for you.

Remember, where you get care determines the cost of your services. You'll always pay less when you stay in the *UnitedHealthcare network*.

### 3 easy ways to find care when you need it:



Go to **myuhc.com**<sup>®</sup> to access the *Find Care and Costs*.



Download the **UnitedHealthcare**<sup>®</sup> app.



Call a UnitedHealthcare Advocate at **1-844-234-7925** for help finding care that's in *network*.



#### Estimate the cost of care ahead of time.

*Find Care and Costs* on **myuhc.com** can help you decide the best place to seek care, so you get the most from your health care dollars.

### Get to know your care options



#### WellOne Clinic – \$

When you're onsite at ORNL, choose this option for *preventive care*, illnesses, and health conditions when it's not an emergency.



#### 24/7 Virtual Visits – \$

See a doctor using your smartphone, tablet, or computer for minor, nonemergency care.\* The service is available 24/7 from wherever you are. No need to drive or spend time in a crowded waiting room. Learn more at [myuhc.com](http://myuhc.com).



#### Your doctor – \$\$

Your primary care physician (PCP) knows you and your medical history, so seeing your doctor is usually best for most nonemergency conditions and *preventive care*.



#### Virtual Primary Care – \$\$

Now, through **myuhc.com** or the UnitedHealthcare app, you can choose to connect remotely with a virtual PCP — and their team of health care professionals.\* Make an appointment 24/7 to start your virtual primary care relationship today.\*\*



#### Convenience care clinic – \$\$

Clinics are located in many retail, grocery, and drug stores. Choose this option for minor health conditions when it's not an emergency and your doctor isn't available. No appointment is needed and waiting times are usually shorter than other options.



#### Urgent care – \$\$\$

Consider this option if your health concern is not life-threatening but you need care quickly and your doctor isn't available. No appointment is needed and waiting times are usually shorter than the emergency room.



#### Emergency room services – \$\$\$\$\$

Your health plan covers emergency room services to treat serious medical conditions and symptoms (including severe pain) resulting from injury, sickness, or mental illness that arise suddenly and require immediate care and treatment, generally received within 24 hours of onset, to avoid jeopardy to your life or health.



\*Data rates may apply.

\*\*Virtual primary care is applied to primary care benefits—it is not applied to 24/7 Virtual Visits benefit.

Average allowed amounts charged by UnitedHealthcare Network Providers are not tied to a specific condition or treatment. Actual payments may vary depending upon benefit coverage.

# You have confidential access to mental health and substance use services

The Magellan Employee Assistance Program (EAP) is available at no additional cost to all ORNL employees, their spouses, and dependents. Call **1-800-888-2273** to speak to a licensed counselor. If you prefer, you can discuss your concerns during a telehealth visit. Or you can contact the onsite counselor at **1-865-241-4673**.

## What type of counseling is available?

Access the EAP for issues such as

**stress,  
family,  
relationships,  
anxiety,  
depression, and  
substance use.**



Counselors are available to provide caring support tailored to your unique situation.

## We take confidentiality seriously

EAP services are 100% confidential, so your information will never be shared with anyone unless you provide specific permission. Given that licensed counselors provide all services, all conversations are confidential in accordance with state and federal law. **Accessing EAP services is not a reportable incident and will not affect your security clearance.**

## Mental health and substance use disorders are treatable conditions

You also have access to mental health and substance use *providers* through United Behavioral Health. Along with full resources for both in-person and virtual behavioral health, services include access to a network of specialty *providers*, behavioral health services, health, and wellness programs, and integration between mental and medical health care.

Call United Behavioral Health anytime at **1-844-234-7925**. You can also visit or contact the WellOne Clinic at **1-865-574-9355**.

## Take action

The help you need is here. Find a *provider*, discover community and work-life resources near you, and confidentially connect to expert guidance at **liveandworkwell.com**. Access code: ORNL.

If you or a family member are thinking about harming yourself or others, help is available 24/7 through the 988 Suicide & Crisis Lifeline. Call or text 988 to get started.



## See your health plan in action

**Example: Employee only coverage with the Consumer Choice with HSA (under age 55 account owner).**

Your monthly/weekly payroll deduction pays the premium.

\$4,150 HSA total for 2024 — includes a \$500 contribution from ORNL and \$3,650 in contributions from the employee

\$1,600 individual deductible and a \$2,500 individual out-of-pocket maximum

**Example: Employee plus 1 or more coverage with the Consumer Choice with HSA (age 55 or older account owner).**

Your monthly/weekly payroll deduction pays the premium.

\$8,300 HSA total for 2024 — includes a \$1,000 contribution from ORNL and \$7,300 in contributions from the employee

\$3,200 family deductible and a \$5,000 family out-of-pocket maximum

Your network health care expenses	Cost	How the expenses were paid	The plan paid	You paid
In January, you turned 40 and had a mammogram.	\$200	Because the visit was for routine preventive care, the plan paid 100% of the cost of the visit.	\$200	\$0
In February, you went to the doctor to have your throat checked.	\$150	Because you had not met your deductible, you used \$150 from your HSA to pay the bill.	\$0	\$150 HSA dollars
In February, you were in a skiing accident. You were taken by ambulance to the hospital where you were treated for a broken femur.	\$25,000	You paid \$1,450 to reach your deductible (\$1,600), using \$1,000 from your HSA. You also paid 10% in coinsurance (\$1,000) out of your pocket to reach your out-of-pocket maximum (\$2,500). The plan paid the rest of the bill (\$22,550).	\$22,550	\$1,000 HSA dollars \$1,450 in cash
In March, you had physical therapy to address range-of-motion issues resulting from the broken femur.	\$100	Because you met your annual out-of-pocket maximum, you paid \$0 and the plan paid 100% of the bill.	\$100	\$0

The costs in the example above are for illustrative purposes only. They are not actual amounts.

Your network health care expenses	Cost	How the expenses were paid	The plan paid	You paid
In April, you went to the doctor for your annual preventive care exam.	\$200	Because the visit was for routine preventive care, the plan paid 100% of the cost of the visit.	\$200	\$0
In June, your daughter broke her foot while biking and went to the emergency room.	\$1,500	Because you had not met your family deductible, you used \$1,000 from your HSA to pay a portion of the bill. You paid the rest (\$500) out of your own pocket.	\$0	\$1,000 HSA dollars \$500 in cash
In September, you had an angioplasty to clear your clogged coronary arteries.	\$30,000	You paid \$1,700 to reach your family deductible (\$3,200) and 10% coinsurance (\$2,000) to reach your family out-of-pocket maximum (\$5,000). The plan paid the rest of the bill (\$26,300).	\$26,300	\$3,700 HSA dollars
In November, your wife had a hip replacement.	\$40,000	Because you met your annual family out-of-pocket maximum, you paid \$0 and the plan paid 100% of the bill.	\$40,000	\$0

The costs in the example above are for illustrative purposes only. They are not actual amounts.

## Using a network provider can save you money

Your UnitedHealthcare plan offers access to a large, national network that includes more than 1.7 million health care providers and 7,000 hospitals. UnitedHealthcare negotiates rates with network providers, which means you may save money. Network providers secure any necessary approvals for services and submit your claims to UnitedHealthcare for you.

### Compare the costs: Network providers vs. out-of-network providers

The following example shows how you may be able to save money by seeking care from a network provider rather than an out-of-network provider.

Example is for illustrative purposes only and assumes employee-only coverage and that the annual deductible has been met.

CT scan	Network	Out-of-network
Provider billed	\$1,384	\$1,384
Network discount	\$1,076	Not applicable
Allowed amount	\$308	\$200
Health plan paid	\$277 (benefit is 90%)	\$140 (benefit is 70%)
<b>Your itemized responsibility to provider</b>		
Deductible	Already met	Already met
Coinsurance	\$31 (10%)	\$60 (30%)
Not covered	\$0	\$1,184
<b>Your total out-of-pocket</b>	<b>\$31</b>	<b>\$1,244</b>

### Choose the right doctor with confidence

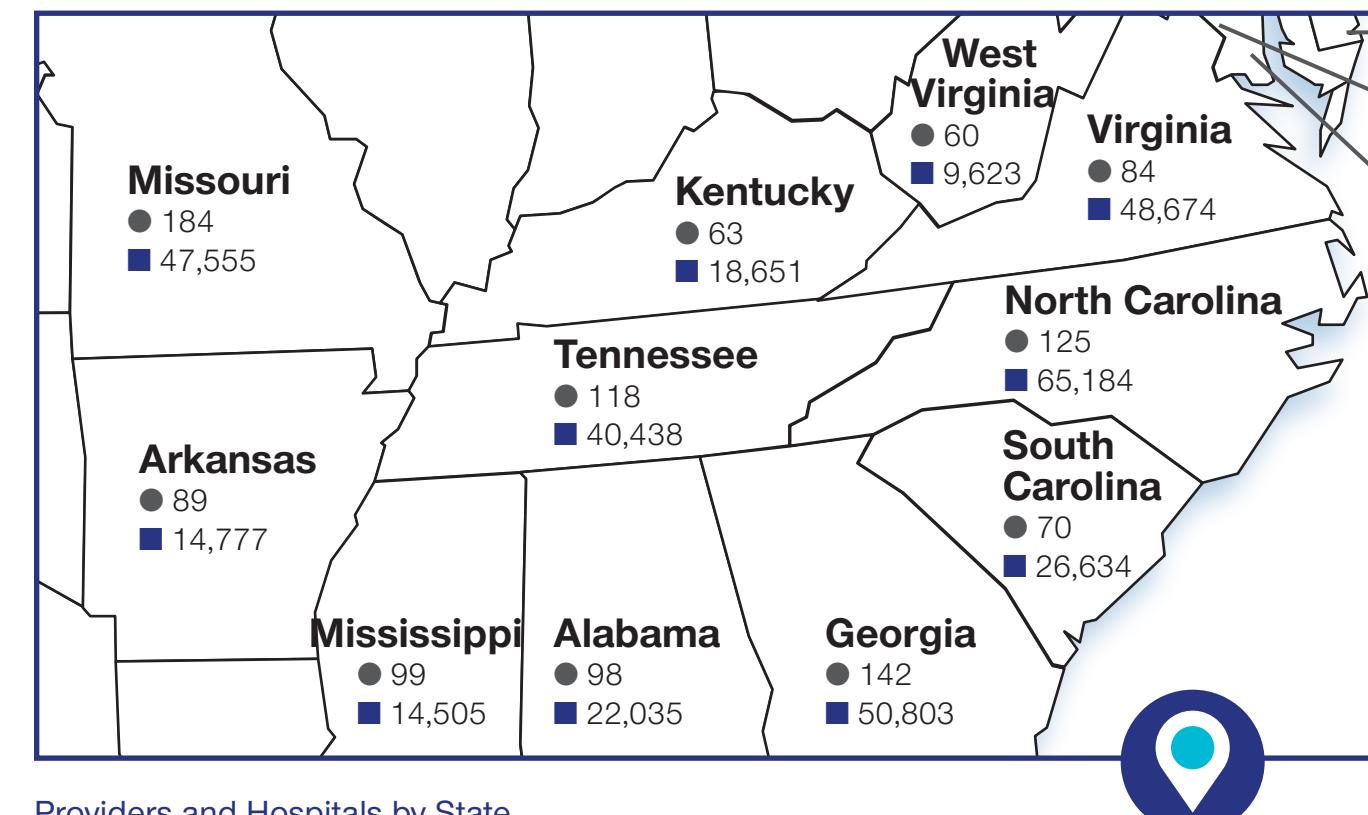
Choosing a doctor is one of the most important health decisions you'll make. The UnitedHealth Premium® program helps you find doctors who are right for you and your family. It evaluates physicians using evidence-based medicine and national standards for quality and cost-efficient care. To find a UnitedHealth Premium Care Physician, use the *Find a Doctor* tool on [myuhc.com](#). Look for 2 blue hearts for physicians and a blue vial symbol for medical lab recommendations. It is a good idea to confirm your doctor's status has not changed prior to scheduling appointments.



### Access the nation's leading health care facilities

If you have a special condition, the *UnitedHealthcare Centers of Excellence* network can help you understand your illness, find a doctor, and locate a medical center. To learn about covered conditions, log into [myuhc.com](#).

### UnitedHealthcare National Network\*



Providers and Hospitals by State

Hospitals = ● Providers = ■

\*As of June 2023

## Review the claims and payment process

- 1** Present your *UnitedHealthcare* member ID card at your provider's office.
- 2** Your provider submits a *claim* to *UnitedHealthcare* for the cost of the visit.
- 3** *UnitedHealthcare* processes your *claim* and then sends you an *EOB*.
- 4** *UnitedHealthcare* pays the provider, up to the amount covered.
- 5** Your provider sends you a bill for any remaining balance.
- 6** Compare the bill with the *EOB* you received to make sure the amounts match.
- 7** Pay your bill out of your pocket or...
- 8** Use any available *HSA* dollars to pay your bill.
- 9** Keep all *HSA* receipts. For any money that comes out of your *HSA*, the *IRS* requires a receipt showing that it was a *qualified medical expense*.
- 10** For questions related to your claim or a bill you received, please call a *UnitedHealthcare Advocate* at **1-844-234-7925**.

Note: For most medical appointments and services, you should wait until you receive the invoice from your physician that includes *UnitedHealthcare* discounts. However, if you are receiving elective surgery, you may be asked to pay in advance.

## Explanation of Benefits (EOB)

<b>Service Center</b> Address City, State, ZIP Code Phone: 1-888-888-8888	Have more questions about your claim? Visit (name of member website) for all your claim and benefit information.	Date	<b>Member/Patient Information</b> Member/Patient: John Johnson Member ID: 123456789 Group Name: ABC Company Group #: 1234567										
<b>Explanation of Benefits Statement</b> <small>This is not a bill. Do not pay. This is to notify you that we processed your claim.</small>													
 The layout of the EOB may change at any time.													
<b>Claims Summary</b> Detailed claim information is located on following page(s) <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 15%;">Dollar Amount</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td style="text-align: right;">\$229.00</td> <td><b>Amount Billed</b> The amount your provider charged for services provided to you.</td> </tr> <tr> <td style="text-align: right;">\$32.23</td> <td><b>Plan Discounts</b> The money your health benefit plan paid.</td> </tr> <tr> <td style="text-align: right;">\$80.00</td> <td><b>Your Plan Paid</b> The money your health benefit plan paid.</td> </tr> <tr> <td style="text-align: right;"><b>\$116.77</b></td> <td><b>Total Amount You Owe the Provider(s)</b> The portion of the Amount Billed you owe the provider(s). <small>This amount does not reflect any payment you may have already made at the time you received care. This amount may include your deductible, copay, coinsurance and/or non-covered charges. This amount does not include any payments made to the subscriber.* If a payment was made directly to the subscriber, you/the subscriber is responsible for paying the physician, facility or other health care professional.</small> <small>*When coordination of benefits applies, this amount will include payments made to the subscriber.</small></td> </tr> </tbody> </table>				Dollar Amount	Description	\$229.00	<b>Amount Billed</b> The amount your provider charged for services provided to you.	\$32.23	<b>Plan Discounts</b> The money your health benefit plan paid.	\$80.00	<b>Your Plan Paid</b> The money your health benefit plan paid.	<b>\$116.77</b>	<b>Total Amount You Owe the Provider(s)</b> The portion of the Amount Billed you owe the provider(s). <small>This amount does not reflect any payment you may have already made at the time you received care. This amount may include your deductible, copay, coinsurance and/or non-covered charges. This amount does not include any payments made to the subscriber.* If a payment was made directly to the subscriber, you/the subscriber is responsible for paying the physician, facility or other health care professional.</small> <small>*When coordination of benefits applies, this amount will include payments made to the subscriber.</small>
Dollar Amount	Description												
\$229.00	<b>Amount Billed</b> The amount your provider charged for services provided to you.												
\$32.23	<b>Plan Discounts</b> The money your health benefit plan paid.												
\$80.00	<b>Your Plan Paid</b> The money your health benefit plan paid.												
<b>\$116.77</b>	<b>Total Amount You Owe the Provider(s)</b> The portion of the Amount Billed you owe the provider(s). <small>This amount does not reflect any payment you may have already made at the time you received care. This amount may include your deductible, copay, coinsurance and/or non-covered charges. This amount does not include any payments made to the subscriber.* If a payment was made directly to the subscriber, you/the subscriber is responsible for paying the physician, facility or other health care professional.</small> <small>*When coordination of benefits applies, this amount will include payments made to the subscriber.</small>												
Use this EOB statement as a reference or retain as needed. <span style="float: right;">Page 1 of 4</span>													



### Questions about your claims?

Call a *UnitedHealthcare Advocate* at **1-844-234-7925**.

## Access these helpful resources and tools when you have questions or need help

### UnitedHealthcare Advocates

Have questions about your health? Call *UnitedHealthcare* at

**1-844-234-7925** to speak with an advocate who can help you decide where to go for care, find resources to help you manage a chronic condition, explain a *claim*, enrollment options, qualifying life events, and more.

### myuhc.com

Your personalized member website can help you access and manage your health plan information 24 hours a day, 7 days a week. You can find and price the *network* care you need, see what's covered, view *claim* details, manage your financial accounts, and more.

### UnitedHealthcare app

The app provides instant access to your health information — anytime, anywhere. With the *UnitedHealthcare* app, you can find a *network* doctor near you, check the status of a *claim*, speak directly with a customer care professional, and more. The *UnitedHealthcare* app is available to download for free from the App Store® or Google Play®.

### Manage My Claims

Understand and track your health care *claims* by visiting the *Claims and Accounts* section on [myuhc.com](#). It explains your *claims*, treatments, and costs in an easy-to-understand way and allows you to pay your bills online.

### Price a Medication

The Price a Medication tool at [expressscripts.com](#) can help you find drug information, compare prices, and learn about lower-cost options.

### Find Care and Costs

Quickly and easily compare costs before you get care by clicking on *Find Care and Costs* on [myuhc.com](#). The information is personalized to calculate out-of-pocket expenses based on your plan and current benefit status. Estimated costs are based on available charged rates from *network providers*.

### 24/7 Virtual Visits

Whether by mobile device or computer, 24/7 Virtual Visits let you and your covered family members see a doctor for nonemergency medical conditions. A time-saving, convenient solution, 24/7 Virtual Visits puts you in touch with a doctor who can diagnose your situation and prescribe medications.

### Optum Financial

One of the ways to balance medical costs and get the most out of your health care dollars is by opening a *Health Savings Account (HSA)*.

*UnitedHealthcare* conveniently links your *HSA* through Optum Financial. For more information call **1-800-791-9361** or visit [optumbank.com](#).



### Call us with questions.

**We're here to help.** Call the ORNL Benefits office toll-free: **1-866-576-7766**.

If you have questions about your pharmacy benefits call **1-866-749-0097**.

## Visit WellOne Clinic for annual health exams, screenings, and minor illnesses

Oak Ridge National Laboratory's WellOne Clinic offers convenient, onsite access to everything from annual checkups and vaccines to minor ailments, injuries, and more.

### Preventive care

Biometric testing  
Flu shots  
Immunizations  
Routine screenings

### Illnesses

Bronchitis  
Colds and flu  
Ear infections  
Gastro illnesses  
Pink eye  
Respiratory illnesses  
Skin ailments  
Strep throat  
Ticks and Lyme disease  
UTI

### Injuries

Bites  
Burns  
Cuts and tears  
Strains/sprains



**WellOne Clinic**

We put your health first.

**WellOne Clinic is open  
Monday–Friday,  
7 a.m.–4:00 p.m.**

All visits between 7 a.m. and 8 a.m. are by appointment only. **Patients should call WellOne at 1-865-574-9355 prior to coming into the clinic.**



# Get to know these health care terms

## C

### **Centers of Excellence**

*UnitedHealthcare* is one of the leaders in identifying Centers of Excellence that use safe, evidence-based, cost-effective treatment options for many complex medical conditions at leading treatment centers.

### **Claim**

An itemized statement of your services and costs sent from your *provider* to *UnitedHealthcare* for payment.

### **Coinsurance**

After reaching your *deductible*, you and your plan each pay a percentage of the health care expense.

## D

### **Deductible**

The amount of money you pay before *coinsurance* begins.

### **Diagnostic care**

Diagnostic care is any care you receive for new symptoms or changes to an existing health condition. Examples include labs, tests for certain conditions or specialist visits.

## E

### **Eligible expense**

The amount *UnitedHealthcare* determines that the plan will pay for benefits.

### **Explanation of benefits (EOB)**

After you visit a *provider*, your health plan may send you an explanation of benefits. It gives you important details about what your plan covers and what you may owe.

### **Express Scripts**

Express Scripts is your pharmacy benefit manager.

## H

### **Health Savings Account (HSA)**

A tax-free health care account available with the HSA Plan that your employer funds to help pay for eligible health care costs. You can also make contributions, up to IRS limits, in addition to the *premiums* you pay. You own the account, and any unused dollars roll over from year to year. You can invest funds over \$2,000. Visit [optumbank.com](http://optumbank.com) for additional information.

## M

### **Maintenance medication**

Maintenance medications are prescription drugs that you need to take regularly to treat ongoing conditions such as asthma, diabetes, birth control, high cholesterol, high blood pressure, and arthritis. A maintenance medication can also be a drug that you take for 3 to 6 months and then discontinue (e.g., an allergy medication).

## N

### **Network**

Network refers to doctors, *providers*, and health care facilities with which your health plan has negotiated a discount.

## O

### **Out-of-pocket maximum**

The total amount — including *deductible* — that you could pay for health care during the plan year. Does not include *premiums*.

## P

### **Premium**

The amount deducted from your paycheck each pay period to cover your share of the cost for health plan coverage.

### **Preventive care**

Recommended exams and routine screenings used to determine current health status and identify any potential health issues.

### **Provider**

A health care professional or facility that provides you with health care services.

## Q

### **Qualified medical expenses**

They include medical, dental, vision, and prescription expenses. Funds withdrawn from your *HSA* are tax-free when used to pay for *qualified medical expenses*, as described in Section 213(d) of the IRS Tax Code.

## U

### **UnitedHealthcare**

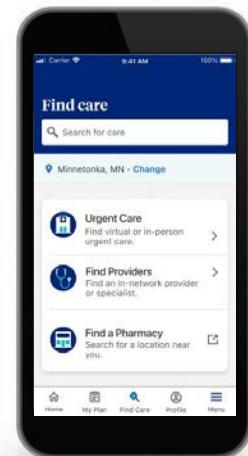
The health insurance company that administers your benefits and provides you with access to a network of health care professionals, including advocates who can assist with benefit and claim questions.



## Get more from your health plan

This guide can help you better understand how your health plan works. Keep it handy and use this checklist to make the most of your health plan benefits. Share this information with family members and anyone who makes health care decisions.

- Locate a *network primary care provider* and familiarize yourself with ORNL's onsite WellOne Clinic and your local urgent care facility. Add the phone numbers to your phone contact list.
- Schedule any *preventive care* appointments recommended for you and your family.
- Make a list of questions for your doctor and bring them to your visit. Remember the difference between *preventive care* and *diagnostic care* so you can anticipate any costs you may need to cover.
- Register for [myuhc.com](#) and review the tools and resources available to help you make informed health and benefit decisions.
- Download the **UnitedHealthcare app** from the App Store or Google Play for instant access to your health information or to speak with a customer care professional.



### Download the digital wallet card.

Add ORNL benefit contacts to your smartphone for quick access to resources when you need them. Encourage your covered family members to do the same.

It just takes a minute (or less) to add this free resource to your phone.

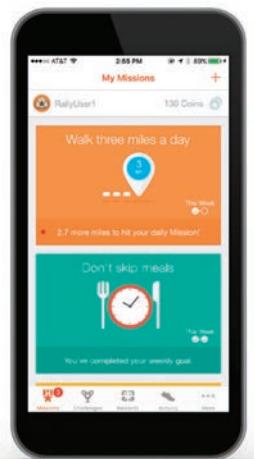
- 1 Text **ORNL** to **67936.\***
- 2 Tap the link in the text response.
- 3 Tap the *Share* button on your iPhone®. Tap the *Option* button on your Android®.
- 4 Tap *Add to Home Screen*.



### Earn healthy rewards when you complete the Rally Rewards Program.

Rally® is a personalized digital experience that can help you make small changes to improve your health. You can earn a reduction in your health plan *premium* when you complete the Rally Rewards Program. To get started, log into [myuhc.com](#) and select "Health Resources."

**New for 2024!** — Your health plan gives you access to One Pass gym membership. Use One Pass to visit thousands of fitness locations, join live or online classes, and more. To learn more, visit [myuhc.com](#) beginning Jan. 1, 2024.


\*See Texting terms and conditions | UnitedHealthcare (uhc.com). Message and data rates may apply.

## We do not treat members differently because of sex, age, race, color, disability, or national origin.

If you think you weren't treated fairly because of your sex, age, race, color, disability, or national origin, you can send a complaint to the Civil Rights Coordinator:

**Mail:** UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UT 84130

**Online:** [UHC\\_Civil\\_Rights@uhc.com](mailto:UHC_Civil_Rights@uhc.com)

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again. If you need help with your complaint, please call the toll-free member phone number listed on your ID card.

You can also file a complaint with the U.S. Dept. of Health and Human Services:

Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at  
<http://www.hhs.gov/ocr/office/file/index.html>.

**Phone:** Toll-free 1-800-368-1019, 1-800-537-7697 (TDD)

**Mail:** U.S. Dept. of Health and Human Services  
200 Independence Avenue SW, Room 509F  
HHS Building  
Washington, DC 20201

We provide free services to help you communicate with us, such as letters in other languages or large print. You can also ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan ID card.

**ATENCIÓN:** Si habla español (**Spanish**), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

**請注意：**如果您說中文 (**Chinese**)，我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。

**XIN LUU Ý:** Nếu quý vị nói tiếng Việt (Vietnamese), quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi số điện thoại miễn phí ở mặt sau thẻ hội viên của quý vị.

**알림:** 한국어(**Korean**)를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.

**PAALALA:** Kung nagsasalita ka ng Tagalog (**Tagalog**), may makukuhang mga libreng serbisyo ng tulong sa wika. Pakitawagan ang toll-free na numero ng telepono na nasa iyong identification card.

**ВНИМАНИЕ:** бесплатные услуги перевода доступны для людей, чей родной язык является русским (**Russian**). Позвоните по бесплатному номеру телефона, указанному на вашей идентификационной карте.

**فییناجملہ ڈیو گللا ڈدعاں مل اتمدخ ناف، (Arabic)** ڈیپرچر علیا شدححت تتنک اذإ: ھی بن ت فیبر عتلہ قاطب یل ع جرمدا ین جملہ فتادلہ ھقرب لاصبت الی ی جر'ی. افل ڈاحتم انب پھن اخلا

**ATANSYON:** Si w pale Kreyòl ayisyen (**Haitian Creole**), ou kapab benefisyé sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nimewo gratis ki sou kat idantifikasyon w.

**ATTENTION :** Si vous parlez français (**French**), des services d'aide linguistique vous sont proposés gratuitement. Veuillez appeler le numéro de téléphone gratuit figurant sur votre carte d'identification.

**UWAGA:** Jeżeli mówisz po polsku (**Polish**), udostępniliśmy darmowe usługi tłumacza. Prosimy zadzwonić pod bezpłatny numer telefonu podany na karcie identyfikacyjnej.

**ATENÇÃO:** Se você fala português (**Portuguese**), contate o serviço de assistência de idiomas gratuito. Ligue gratuitamente para o número encontrado no seu cartão de identificação.**ACHTUNG:** Falls Sie Deutsch (**German**) sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Bitte rufen Sie die gebührenfreie Rufnummer auf der Rückseite Ihres Mitgliedsausweises an.

**توجه:** اگر زبان شما فارسی (**Farsi**) است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. لطفاً با شماره تلفن رایگانی که روی کارت شناسایی شما قید شده تماس بگیرید.

**ध्यान दें:** यदि आप हिंदी (**Hindi**) बोलते हैं, आपको भाषा सहायता सेवाएं, नःशुल्क उपलब्ध हैं। कृपया अपने पहचान पत्र पर सूचीबद्ध टोल-फ्री फोन नंबर पर कॉल करें।

**DÍI BAA'ÁKONÍNÍZIN:** Diné (**Navajo**) bizaad bee yániłti'go, saad bee áka'anida'awo'ígií, t'áá jiík 'eh, bee ná'ahóót'ií. T'áá shqodí ninaaltsoos nitl'izí bee nééhozinígíí bine'déé' t'áá jiík 'ehgo béésh bee hane'i biká'ígií bee hodíilnih.

**Important Note:** This information describes only certain highlights of the company's medical plan. It does not supersede the actual provisions of the applicable plan documents, which in all cases are the final authority. Company plans, programs, practices, or processes may be amended, changed, or terminated by the company at any time without prior notice to, or consent by, participants. This notice does not constitute a contract of employment between the company and any individual or an obligation by the company to maintain any particular benefit program, practice, or policy.

The programs and services described here are for informational purposes. Please refer to your benefit plan documents for detailed plan coverage information.

24/7 Virtual Visits are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. 24/7 Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times or in all locations. Payment for 24/7 Virtual Visit services does not cover pharmacy charges; members must pay for prescriptions (if any) separately. The Designated 24/7 Virtual Visit Provider's reduced rate is subject to change at any time.

Health savings accounts (HSAs) are individual accounts offered or administered by Optum Bank®, Member FDIC, a subsidiary of Optum Financial, Inc., and are subject to eligibility requirements and restrictions on deposits and withdrawals to avoid IRS penalties. State taxes may apply. Fees may reduce earnings on account. This communication is not intended as investment, legal or tax advice. Federal and state laws and regulations are subject to change.

In the event that the content of this communication or any representations made by any person regarding the employee benefits plans and programs conflict with or are inconsistent with the provisions of the governing documents, the provisions of the plan documents are controlling. To the fullest extent permitted by law, your employer has reserved the right to amend, modify, suspend, replace or terminate any of its plans, policies or programs, in whole or in part, at any time and for any reason, by appropriate company action.

App Store and iPhone are registered trademarks of Apple Inc. Google Play and Android are registered trademarks of Google LLC.