

UnitedHealthOne 

# Dental Plans For Individuals and Families

with an Optional Vision Benefit



*Choices you want.  
Coverage you need.®*

UnitedHealthOne 

UnitedHealthOne<sup>SM</sup> is a brand name used for products underwritten by Golden Rule Insurance Company.  
This product is administered by Dental Benefit Providers, Inc.

Policy Forms GRI-DEN1, GRI-DEN1-42, GRI-DEN2-09, GRI-DEN1-DP-46 and GRI-DEN1-DV-46.

## Why Choose Us For Dental Insurance?

Keeping your smile beautiful doesn't have to be expensive. Our dental coverage can help keep you smiling brightly. We offer an extensive network of dental care providers that can provide you significant savings.

### **You are the One with UnitedHealthOne<sup>SM</sup>**

UnitedHealthOne<sup>SM</sup> plans are offered by one of the most experienced and highly rated personal health insurance providers in the U.S. UnitedHealthOne<sup>SM</sup> is the brand name used by the UnitedHealthcare family of companies offering personal health insurance products, including dental insurance. Golden Rule Insurance Company, a UnitedHealthcare company, is the underwriter and administrator of plans featured in this brochure.

### **Strength & Experience**

Over 30 million Americans entrust UnitedHealthcare with their health insurance needs.<sup>1</sup> Within the UnitedHealthcare family of companies, we have been serving the special needs of individuals and families buying their own coverage for nearly 70 years.

### **Highly Rated**

Golden Rule Insurance Company is rated "A" (Excellent) by A.M. Best (12-11-13). This worldwide independent organization examines insurance companies and other businesses, and publishes its opinion about them. This rating is an indication of our financial strength and stability.

### **Our Goal: Your Satisfaction**

We understand the importance of your time and concern for the value of your health care dollars. Our customers benefit from strong discounts on quality health care coverage made possible when using our nationwide network of quality health care providers. Our goal for every customer is an insurance plan at a price that fits his or her needs and budget.



## To Keep Your Smile Shining Brightly.



### Coverage you need

Taking care of your teeth is an important part of your overall health, and we can help keep your smile healthy and happy with our dental plan options that include preventive care, basic services like fillings, and major services such as root canals.



### Our large network can mean big savings

More dentists in our network means you are more likely to keep the same dentist you use today and also have complete coverage available when traveling. Our network provides access to many dental providers.<sup>2</sup>

*Find a dentist online at [www.myuhcdental.com](http://www.myuhcdental.com) today!*



### Plus you can add vision coverage

Your eyes are an important part of your health too. You can add vision insurance (available in most areas for additional premium) to your dental plan as well. Coverage for everything from eye exams to contact lenses. Add it today for more complete coverage.



### Dental plans that are family friendly

Preventive care is covered at 100% with NO deductible or waiting period. Basic and Major Services<sup>3</sup> have a \$50 calendar-year deductible per covered person, with a maximum of 3 individual \$50 deductibles per family – so if you have a family of 4, 5, 6 or even more, you're only responsible for paying \$150 in deductibles for the whole family!



### Dental care for any age

UnitedHealthOne<sup>SM</sup> dental plans have no age limit requirement, so even those covered by Medicare can apply. Maintaining your dental health is important to preserving your overall well-being, and UnitedHealthOne<sup>SM</sup> dental plans can provide comprehensive dental coverage for people of any age or at any stage in life.

<sup>1</sup> UnitedHealth Group Annual Form 10-K for year ended 12/31/13.

<sup>2</sup> Dental Benefit Provider's, Inc. network availability may vary by state, and a specific dental care provider's contract status can change at any time. Therefore, before you receive care, it is recommended that you verify with the dental care provider that he or she is still contracted with the network.

<sup>3</sup> Waiting periods apply.

## Two Dental Plans To Choose From



With our dental insurance plans for you and your family, we can help make it easier to keep your smile healthy. From dental cleanings to root canals, it can be difficult to predict how much money you're going to spend for your dental care. Our individual dental insurance plans can provide you with the coverage you need to help promote good dental health.

### UnitedHealthcare Dental Value<sup>SM</sup> Benefit

(availability varies)

- Best option if you use a network dentist.
- **Lower premiums.**

### UnitedHealthcare Dental Premier<sup>SM</sup> Benefit

- Best option if your dentist is **not** in our network.
- Pays more than Dental Value<sup>SM</sup> for care from non-network dentists.

### With either of our dental plans, you can take advantage of:

- Preventive care covered at 100% with NO deductible or waiting period.\*
- Our network of dentists providing quality dental care is one of the nation's largest.\*\*
- Basic and Major Services have a \$50 calendar-year deductible per covered person, with a maximum of 3 individual \$50 deductibles per family - so if you have a family of 4, 5, 6 or even more, you're only responsible for \$150 in deductibles for the whole family!
- We pay 80% for Basic Services like cavity fillings and simple (nonsurgical) extractions after the initial 6-month waiting period is exhausted and the deductible is met.
- We pay 50% on Major Services like root canals and bridges after the initial 12-month waiting period is exhausted and the deductible is met.

\* If you use a non-network dentist, Dental Premier<sup>SM</sup> pays benefits based on the reasonable and customary charge and Dental Value<sup>SM</sup> pays benefits based on the network negotiated rate. A non-network dentist can bill a patient for any remaining amount up to the billed charge.

\*\* Dental Benefit Provider's, Inc. network availability may vary by state, and a specific dental care provider's contract status can change at any time. Therefore, before you receive care, it is recommended that you verify with the dental care provider that he or she is still contracted with the network.

## UnitedHealthcare Dental Network Savings Examples (as of April 2013)

Procedure (ADA Code)	Dentists' Retail Charge	Network You Pay (Both Options)	Non-network You Pay (Dental Premier <sup>SM</sup> )	Non-network You Pay (Dental Value <sup>SM</sup> )
<b>Preventive</b>				
Adult Prophylaxis (D1110)	\$92.00	\$0	\$4.00	\$35.00
Child Prophylaxis (D1120)	\$71.00	\$0	\$6.00	\$30.00
Child Topical Application of Fluoride (D1203)	\$41.00	\$0	\$3.00	\$18.00
<b>Basic</b>				
Amalgam One Surface, Primary or Permanent (D2140)	\$155.00	\$15.20	\$47.00	\$94.80
Resin-Based Composite, One Surface Anterior (D2330)	\$180.00	\$18.40	\$50.40	\$106.40
Resin-Based Composite, One Surface Posterior (D2391)	\$187.00	\$21.20	\$48.60	\$102.20
<b>Major</b>				
Molar Root Canal (D3330)	\$1,176.00	\$371.50	\$651.00	\$804.50
Removal of Impacted Tooth, Soft Tissue (D7220)	\$350.00	\$100.50	\$176.50	\$249.50

- Utilizing network dentists reduces costs under both options because these dentists have agreed to lower fees (network negotiated rate) for covered expenses.
- If you use a non-network dentist, Dental Premier<sup>SM</sup> pays benefits based on the reasonable and customary charge.
- If you use a non-network dentist, Dental Value<sup>SM</sup> pays benefits based on the network negotiated rate — which is usually less than the reasonable and customary charge.
- After benefits have been paid under the policy, a non-network dentist can bill a patient for any remaining amount up to the billed charge.
- Fees in examples are based on national averages and network coverage for ZIP Code 432XX. This chart assumes \$50 deductible has been satisfied.



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

- Find a dentist in your area.
- Access your plan information.
- See your claim status, and more.

## Top Dental Insurance Questions

### **Are fluoride treatments covered during teeth cleanings with my dental insurance plan?**

Fluoride treatments (2 per calendar year) are covered for children ages 15 and younger. Adults will have to cover the extra fee set by their dentist if they want to have a fluoride treatment. A regular teeth cleaning, limited to 2 per calendar year, at any age is considered preventive care and is covered 100% by these dental plans without a deductible.

### **Is a UnitedHealthOne<sup>SM</sup> health insurance plan required to get a dental plan?**

No. You can apply for our dental insurance as stand-alone coverage. In some states you can add vision insurance (for additional premium) to your dental plan as well.

### **How do I know if my dentist is in your network? Or how do I find a dentist that is in your network?**

Visit [www.myuhcdental.com](http://www.myuhcdental.com) to see if your dentist is in our dental network, or find a dentist that's near you. Our dental insurance network offers you the freedom to select the dentist of your choice.

### **What are the differences between dental insurance plans vs. dental discount plans?**

Dental discount plans are like using a coupon. It only gives you a certain amount off of certain treatments, and you are limited to the places you can use those dental discount plans. Our dental insurance plans will cover cleanings and any preventive care at 100% without a deductible. Our dental insurance covers 50%-80% of other services such as cavity fillings, root canals, or dentures after a deductible and waiting period is met.

### **What are the waiting periods and why are there waiting periods on dental insurance plans?**

There is a 6-month waiting period for basic services and a 12-month waiting period for major services. If you were to have a crown, for example, you would have a 12-month waiting period, whereas a simple filling would only have a 6-month waiting period. Waiting periods are lengths of time for your policy to be in force before your benefits begin. Many insurance plans enforce some waiting periods, even dental insurance plans. Our plans have no waiting periods on preventive services such as cleanings and sealants.



### **What services are covered under the dental plan?**

Preventive services have no waiting period and include routine dental exams, routine X-rays, and cleanings. Fluoride treatments, sealants, and space maintainers are also covered for children under 16.

Basic services have a 6-month waiting period and include simple (nonsurgical) extractions, emergency treatment to ease dental pain, amalgam fillings, resin-based composite fillings, local anesthesia, and general anesthesia but only for the removal of impacted teeth, removal of 7 or more teeth, or if necessary in conjunction with complex oral surgery.

Major services have a 12-month waiting period and include treatment for diseases of the pulp (including root canals), bone and other tissues supporting the teeth, crowns, inlays, onlays, veneers, bridges, dentures (payable once every 5 years), surgical extractions, and periodontal maintenance. For pulpotomies on permanent teeth, must be combined with root canal.

### **What is the annual maximum on the dental insurance plan?**

There is a calendar-year maximum benefit of \$1,000 per covered person. This means your dental insurance plan would pay up to \$1,000 of covered expenses after the calendar-year deductible.

### **Who gets reimbursed when I start using the dental plan?**

Most traditional health insurance and dental insurance plans reimburse or pay a percentage of your actual expenses. Payment will be made to your dentist for covered services under your dental coverage.



### **Great For Seniors too!**

If you are retired, you will find Medicare won't pay your dental claims. Plus, research suggests that your dental health is connected to your overall health.<sup>1</sup> Periodontal or gum disease, caused by poor dental health, has been linked to heart disease, diabetes, and osteoporosis.<sup>2</sup>

<sup>1</sup> [www.healthypeople.gov](http://www.healthypeople.gov), *Oral Health*, 2012.

<sup>2</sup> [www.perio.org](http://www.perio.org), *Gum Disease and Other Diseases*, November 2013.

# Optional Vision Benefit

Additional premium required.

Keep an eye on your family's vision health by adding our optional Vision Benefit rider to your dental plan today. Our vision network offers quality eye care from professionals in private and retail settings across the country.<sup>1</sup> You may use a non-network provider, but you are eligible to receive better discounts using network providers.



## See how you can save by using our Vision network

Service/Material	Network You Pay	Network We Pay <sup>2</sup>	Non-network We Pay
Eye exam once every 12 months	\$10.00 copay	100%	Up to \$40.00
Frames <sup>3</sup> once every 24 months	\$25.00 copay <sup>4</sup>	100%	Up to \$45.00
Single Vision lenses	\$25.00 copay <sup>4</sup>	100%	Up to \$40.00
Bifocal lenses	\$25.00 copay <sup>4</sup>	100%	Up to \$60.00
Trifocal or Lenticular lenses	\$25.00 copay <sup>4</sup>	100%	Up to \$80.00
Contacts <sup>5</sup> in lieu of glasses	\$25.00 copay	100%	Up to \$105.00

**Discounts on Laser Eye Surgery and Hearing Aids included.** See page 12 for details.

<sup>1</sup> Network availability may vary by state, and a specific vision care provider's contract status can change at any time. Therefore, before you receive care, it is recommended that you verify with the vision care provider that he or she is still contracted with the network.

<sup>2</sup> After copay.

<sup>3</sup> You will receive a \$130 retail frame allowance towards the purchase of any frame at a network provider.

<sup>4</sup> Purchase frames and lenses at the same time from a network provider and you pay only one copay.

<sup>5</sup> Contacts chosen from the covered contact lens selection at a network provider. Non-selection lenses will receive an allowance. No copay for non-selection contact lenses.

Policy Form SA-S-1384 and state variations.

This product is administered by Spectera, Inc. Additional premium is required. Availability varies by state.

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# Dental Plan

This brochure is only a general outline of the coverage provisions. It is not an insurance contract, nor part of the insurance policy. You will find complete coverage details in the policy.

## Dental Covered Expenses

Subject to all policy provisions, the following dental expenses are covered.

- Oral evaluations – 2 per calendar year.
- Routine cleaning – 2 per calendar year.
- Fluoride treatment, covered person under age 16 – 2 per calendar year.
- X-rays (up to 4 bitewings) – 1 per calendar year.
- Simple (nonsurgical) extractions.
- Amalgam fillings and resin-based composite fillings.
- Stainless steel crowns on primary teeth.
- Space maintainers for premature loss of primary teeth, under age 16.
- Repair of dental work, but not within 6 months of the initial placement, and not more than 1 time in any 12-month period.
- Root canals and pulpotomies on primary teeth.
- Treatment for disease of the gums and bone-supporting teeth – 2 per calendar year.
- Inlays, onlays, or veneers limited to 1 time per 60 consecutive months.
- First installation of bridgework to replace 1 or more lost functioning natural teeth.
- Full or partial dentures or overdentures, payable 1 time every 5 years.
- Oral surgery, including: Alveoloplasty, Biopsy of Oral Tissue, Frenectomy, Incision and Drainage of Abscess, Removal of a Benign Cyst, Surgical Removal of Residual Tooth Roots, Surgical Extraction of Erupted Teeth and Roots, and Surgical Extraction of Impacted Teeth.
- Sealants – 1 time per first or second permanent molar every 36 months under age 16.

## Definitions

- **Preventive services have no waiting period and include** oral evaluations, X-rays, prophylaxis (routine cleanings), fluoride treatment, sealants, and space maintainers.
- **Basic services have a 6-month waiting period and include** simple (nonsurgical) extractions, emergency treatment to ease dental pain, amalgam fillings, resin-based composite fillings, local anesthesia, and general anesthesia, but only for the removal of impacted teeth, removal of 7 or more teeth, or if necessary in conjunction with complex oral surgery.
- **Major services have a 12-month waiting period and include** treatment for disease of the pulp (including root canals), bone and other tissues supporting the teeth, crowns, inlays, onlays, veneers, bridges, dentures, surgical extractions, and periodontal maintenance.

## Dental Exclusions

Subject to all policy provisions, no benefits are payable for dental expenses which:

- Are for orthodontia; braces.
- Are for dental implants.
- Are for oral surgery, except as expressly provided for under the policy.
- Result from intoxication, as defined by applicable state law in the state where the illness or injury occurred, or under the influence of illegal narcotics or controlled substance, unless administered or prescribed by a doctor. Not applicable in NV, SD or WA.
- Are in relation to, or incurred in conjunction with, investigational treatment.
- Are for jaw/joint problems or malposition of jaw bones except as provided for under the policy (does not apply in MN).
- Are for mouthguards; duplicate dentures; harmful habit appliances; replacement of lost or stolen appliances; sleep disorder appliance; and gold foil restorations.

## Dental Plan, continued

### Dental Exclusions, continued

Subject to all policy provisions, no benefits are payable for dental expenses which:

- Result from or in the course of your employment for wage or profit. Applicable in FL & SD, if services are paid by workers' compensation.
- Are for cosmetic dentistry.
- Are for hospital or other facility charges and related anesthesia charges except if expressly provided for under the policy.
- Are for replacement of dental work which can be repaired or restored to natural function.
- Result from war, intentionally self-inflicted bodily harm (whether sane or insane — insane is not applicable for MO and MT), or participation in a felony (whether or not charged).
- Are provided by a family member or by someone who ordinarily resides with you or your covered dependent. Not applicable in TX; In NE & NJ, must be immediate family member.
- Are received outside of the United States, except for a dental emergency.
- Are for changing vertical dimension, restoring occlusion, bite analysis, or congenital malformation.
- Are for setting of facial bony fractures and any treatment associated with the dislocation of facial skeletal hard tissue.
- Are for initial placement of dentures or bridges to replace functional natural teeth that are congenitally missing or lost before this policy is in effect.
- Are for acupuncture, acupressure, and other forms of alternative treatment.
- Are for any dental services for which benefits are payable under a medical policy issued by us.

**EXCLUSION ON CHARGES IN EXCESS OF REASONABLE AND CUSTOMARY:** Charges in excess of reasonable and customary will not qualify as a covered expense under this policy. This only applies to Dental Premier<sup>SM</sup>. Information regarding how the usual and customary fee is determined is available upon request.

### Additional Dental Information

**Dependents:** Eligible dependents are your lawful spouse (or domestic partner in CA, domestic partner or civil union partner in NJ, domestic partnership established under OR law, civil union partnership established under VT law, or regional domestic partners in WA) and eligible children (or reciprocal beneficiary in HI). Eligible children must be unmarried and under 26 years of age at time of application.

**Dental Claims:** Mail to Claims Unit, PO Box 30567 Salt Lake City, UT 84130-0567.

**Effective Date:** The effective date will be the later of: (i) the requested effective date; or (ii) the day after the postmark date affixed by the U.S. Postal Service; or (iii) effective date of the health policy/certificate. If mailed and not postmarked by the U.S. Postal Service or if the postmark is not legible, the effective date will be the later of: (i) the requested effective date; or (ii) the date received by Golden Rule; or (iii) effective date of the health policy/certificate. If the application is sent by any electronic means, your policy will take effect on the later of: (i) the requested effective date; or (ii) the day after the date received by Golden Rule; or (iii) effective date of the health policy/certificate.

**Premium:** From time to time, we will change the rate table used for this policy form. Each premium will be based on the rate table in effect on that premium's due date. The policy plan, age and sex of covered persons, type and level of benefits, time the policy has been in force, and place of residence on the premium due date could be some of the factors used in determining your premium rates. Premium rates are expected to increase over time.

You will be given at least a 31-day notice (or longer if required by your state) of any change in your premium. We will make no change in your premium solely because of claims made by a covered person under this policy.

**Renewability:** The policy term begins as of the effective date of the policy. You may keep the policy in force by paying us the required premium as it comes due. However, we may cancel the policy if there is fraud or material misrepresentation made by or with the knowledge of a covered person in filing a claim.

# Vision Plan

## Vision Covered Expenses

Subject to all policy provisions, the following vision expenses are covered:

- Routine eye exams — 1 exam per 12 months.
- Prescription eyewear — 1 pair of prescription eyeglass lenses per 12 months, and 1 pair of eyeglass frames per 24 months:
  - Eyeglass lenses as prescribed by an ophthalmologist or optometrist; eyeglass frames and their fitting and subsequent adjustments to maintain comfort and efficiency; or
  - Elective contact lenses that are in lieu of prescription eyeglass lenses and frames; and
  - Medically necessary contact lenses and professional services when prescribed or received following cataract surgery or to correct extreme visual acuity problems that cannot be corrected with eyeglass lenses.

**Please Note:** This vision benefit program is designed to cover vision needs rather than cosmetic extras.

Cosmetic extras include: blended lenses, oversize lenses, photochromic lenses, tinted lenses except pink #1 or #2, progressive multifocal lenses, coating of a lens or lenses, laminating of a lens or lenses, frames that cost more than the plan allowance, cosmetic lenses, optional cosmetic processes, and UV (ultraviolet) protected lenses.

If you or your covered dependent select a cosmetic extra, the plan will pay the medically necessary costs of the allowed lenses and you or your covered dependent will be responsible for the additional cost of the cosmetic extra.

## Definitions

- **Routine eye exam** means an examination by an ophthalmologist or optometrist to determine the health of the eye, including glaucoma tests and refractive examinations to measure the eye for corrective lenses.
- **Medically necessary** means a routine eye exam or prescription eyewear that is necessary and appropriate to determine the health of the eye or correct visual acuity. This determination will be made by us based on our consultation with an appropriate licensed ophthalmologist or optometrist. A routine eye exam or prescription eyewear will not be considered medically necessary if: (A) it is provided only as a convenience to the covered person or provider; (B) it is not appropriate for the covered person's diagnosis or symptoms; or (C) it exceeds (in scope, duration, or intensity) that level of care that is needed to provide safe, adequate, and appropriate diagnosis or treatment to the covered person.
- **Vision benefit network provider** is an ophthalmologist or optometrist who has contracted with the vision benefit network and is licensed and otherwise qualified to practice vision care and/or provide vision care materials.
- **Vision benefit non-network provider** is any ophthalmologist, optometrist, optician, or other licensed and qualified vision care provider who has not contracted with the vision benefit network to provide vision care services and/or vision care materials.



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

- Find a provider in your area.
- Access your plan information.
- See your claim status, and more.

## Vision Plan, continued

### Vision Exclusions & Limitations

#### Exclusions and Limitations:

No benefits are payable for the following vision expenses:

- Orthoptics or vision therapy training and any associated supplemental testing;
- Plano lenses (a lens with no prescription on it);
- Replacement of lenses and frames furnished under this plan which are lost or broken, except at the normal intervals when services are otherwise available;
- Medical or surgical treatment of the eyes;
- Any eye examination or any corrective eyewear, required by an employer as a condition of employment;
- Corrective vision treatment of an experimental or investigative nature;
- Corrective surgical procedures such as, but not limited to, Radial Keratotomy (RK) and Photo-refractive Keratectomy (PRK);
- Elective contact lenses if prescription eyeglass lenses and frames are received in any 12-month period;
- Prescription eyeglass lenses and frames if elective contact lenses are received in any 24-month period;
- Eyewear, except prescription eyewear;
- Charges that exceed the allowed amount; and
- Services or treatments that are already excluded in the General Exclusions and Limitations section of the certificate or policy.

#### Discounts on Laser Eye Surgery and Hearing Aids

An alliance with the Laser Vision Network of America allows our policyholders access to substantial discounts on laser eye surgery procedures from highly reputable providers throughout the U.S. Laser eye surgery is a noncovered expense.

UnitedHealthcare Vision rider members can purchase high-quality, digital hearing aids at a discount over retail. Visit [www.hiHealthInnovations.com](http://www.hiHealthInnovations.com) for more information.

#### How the Vision Program Works

Your out-of-pocket expenses – what you'll owe for vision services – will vary depending on the type of provider you use:

- A) **Network Vision Providers:** After your copay, they agree to accept the plan payment as full reimbursement for covered expenses. Check our online list of providers. They are categorized in three ways:
- Full service – are contracted to provide eye exams and prescription eyewear at discounted rates.
  - Exam Only – are contracted to provide exams ONLY at discounted rates.
  - Dispense Only – are contracted to dispense prescription eyewear ONLY at discounted rates.
- B) **Non-Network Vision Providers:** You must pay non-network providers in full at time of service. Then you submit itemized copies of receipts and request reimbursement from UnitedHealthcare Vision Claims department. **Your out-of-pocket costs may be higher with a non-network provider.**

## **HEALTH PLAN NOTICE OF INFORMATION PRACTICES MEDICAL INFORMATION PRIVACY NOTICE**

### **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.** (Effective September 23, 2013)

We (including our affiliates listed at the end of this notice) are required by law to protect the privacy of your health information. We are also required to send you this notice, which explains how we may use information about you and when we can give out or "disclose" that information to others. You also have rights regarding your health information that are described in this notice. We are required by law to abide by the terms of this notice.

The terms "information" or "health information" in this notice include any information we maintain that reasonably can be used to identify you and that relates to your physical or mental health or condition, the provision of health care to you, or the payment for such health care. We will comply with the requirements of applicable privacy laws related to notifying you in the event of a breach of your health information.

We have the right to change our privacy practices and the terms of this notice. If we make a material change to our privacy practices, we will provide to you in our next annual distribution, either a revised notice or information about the material change or how to obtain a revised notice. We will provide this information either by direct mail or electronically in accordance with applicable law. In all cases, we will post the revised notice on our websites, such as [www.myuhone.com](http://www.myuhone.com), [www.myallsavers.com](http://www.myallsavers.com), [www.myallsaversmember.com](http://www.myallsaversmember.com), [www.goldenrule.com](http://www.goldenrule.com), or [www.unitedhealthone.com](http://www.unitedhealthone.com). We reserve the right to make any revised or changed notice effective for information we already have and for information that we receive in the future.

We collect and maintain oral, written and electronic information to administer our business and to provide products, services and information of importance to our customers. We maintain physical, electronic and procedural security safeguards in the handling and maintenance of our enrollees' information, in accordance with applicable state and federal standards, to protect against risks such as loss, destruction or misuse.

**How We Use or Disclose Information.** We must use and disclose your health information to provide information:

- To you or someone who has the legal right to act for you (your personal representative) in order to administer your rights as described in this notice; and
- To the Secretary of the Department of Health and Human Services, if necessary, to make sure your privacy is protected.

**We have the right to** use and disclose health information for your treatment, to pay for your health care and operate our business. For example, we may use or disclose your health information:

- **For Payment** of premiums due us, to determine your coverage and to process claims for health care services you receive including for subrogation or coordination of other benefits you may have. For example, we may tell a doctor whether you are eligible for coverage and what percentage of the bill may be covered.

- **For Treatment.** We may use or disclose health information to aid in your treatment or the coordination of your care. For example, we may disclose information to your physicians or hospitals to help them provide medical care to you.
- **For Health Care Operations.** We may use or disclose health information as necessary to operate and manage our business and to help manage your health care coverage. For example, we might conduct or arrange for medical review, legal services, and auditing functions, including fraud and abuse detection or compliance programs.
- **To Provide Information on Health Related Programs or Products** such as alternative medical treatments and programs or about health-related products and services.
- **To Plan Sponsors.** If your coverage is through an employer group health plan, we may share summary health information and enrollment and disenrollment information with the plan sponsor. In addition, we may share other health information with the plan sponsor for plan administration if the plan sponsor agrees to special restrictions on its use and disclosure of the information in accordance with federal law.
- **For Underwriting Purposes.** We may use or disclose your health information for underwriting purposes; however, we will not use or disclose your genetic information for such purposes.
- **For Reminders.** We may use health information to contact you for appointment reminders with providers who provide medical care to you.

**We may** use or disclose your health information for the following purposes under limited circumstances:

- **As Required by Law.** We may disclose information when required to do so by law.
- **To Persons Involved With Your Care.** We may use or disclose your health information to a person involved in your care, such as a family member, when you are incapacitated or in an emergency, or when you agree or fail to object when given the opportunity. If you are unavailable or unable to object we will use our best judgment to decide if the disclosure is in your best interests. Special restrictions apply regarding when we may disclose health information to family members and others involved in a deceased individual's care. We may disclose health information to any persons involved, prior to the death, in the care or payment for care of a deceased individual, unless we are aware that doing so would be inconsistent with a preference previously expressed by the deceased.
- **For Public Health Activities** such as reporting disease outbreaks.
- **For Reporting Victims of Abuse, Neglect or Domestic Violence** to government authorities, including a social service or protective service agency.
- **For Health Oversight Activities** such as governmental audits and fraud and abuse investigations.
- **For Judicial or Administrative Proceedings** such as in response to a court order, search warrant or subpoena.
- **For Law Enforcement Purposes** such as providing limited information to locate a missing person or report a crime.

- **To Avoid a Serious Threat to Health or Safety** by, for example, disclosing information to public health agencies or law enforcement authorities, or in the event of an emergency or natural disaster.
- **For Specialized Government Functions** such as military and veteran activities, national security and intelligence activities, and the protective services for the President and others.
- **For Workers' Compensation** including disclosures required by state workers' compensation laws of job-related injuries.
- **For Research Purposes** such as research related to the prevention of disease or disability, if the research study meets federal privacy law requirements.
- **To Provide Information Regarding Decedents.** We may disclose information to a coroner or medical examiner to identify a deceased person, determine a cause of death, or as authorized by law. We may also disclose information to funeral directors as necessary to carry out their duties.
- **For Organ Procurement Purposes.** We may use or disclose information for procurement, banking or transplantation of organs, eyes or tissue.
- **To Correctional Institutions or Law Enforcement Officials** if you are an inmate of a institution or under the custody of a law enforcement official, but only if necessary (1) for the institution to provide you with health care; (2) to protect your health and safety or the health and safety of others; or (3) for the safety and security of the correctional institution.
- **To Business Associates** that perform functions on our behalf or provide us with services if the information is necessary for such functions or services. Our business associates are required, under contract with us and pursuant to federal law, to protect the privacy of your information and are not allowed to use or disclose any information other than as specified in our contract and as permitted by federal law.
- **Additional Restrictions on Use and Disclosure.** Certain federal and state laws may require special privacy protections that restrict the use and disclosure of certain health information, including highly confidential information about you. "Highly confidential information" may include confidential information under federal laws governing alcohol and drug abuse information and genetic information as well as state laws that often protect the following types of information: HIV/AIDS; mental health; genetic tests; alcohol and drug abuse; sexually transmitted diseases and reproductive health information; and child or adult abuse or neglect, including sexual assault.

If a use or disclosure of health information described above in this notice is prohibited or materially limited by other laws that apply to us, it is our intent to meet the requirements of the more stringent law.

Except for uses and disclosures described and limited as set forth in this notice, we will use and disclose your health information only with a written authorization from you. This includes, except for limited circumstances allowed by federal privacy law, not using or disclosing psychotherapy notes about you, selling your health information to others or using or disclosing your health information for certain promotional communications that are prohibited marketing communications under federal law, without your written authorization. Once you give us authorization to release your health

information, we cannot guarantee that the person to whom the information is provided will not disclose the information. You may take back or "revoke" your written authorization, except if we have already acted based on your authorization. To revoke an authorization, contact the phone number listed on your ID card.

**What Are Your Rights.** The following are your rights with respect to your health information.

- **You have the right to ask to restrict** uses or disclosures of your information for treatment, payment, or health care operations. You also have the right to ask to restrict disclosures to family members or to others who are involved in your health care or payment for your health care. We may also have policies on dependent access that may authorize certain restrictions. **Please note that while we will try to honor your request and will permit requests consistent with our policies, we are not required to agree to any restriction.**
- **You have the right to ask to receive confidential communications** of information in a different manner or at a different place (for example, by sending information to a PO Box instead of your home address). We will accommodate reasonable requests where a disclosure of all or part of your health information otherwise could endanger you. In certain circumstances, we will accept verbal requests to receive confidential communications; however, we may also require you to confirm your request in writing. In addition, any request to modify or cancel a previous confidential communication request must be made in writing. Mail your request to the address listed below.
- **You have the right to see and obtain a copy** of health information that we maintain about you such as claims and case or medical management records. If we maintain your health information electronically, you will have the right to request that we send a copy of your health information in an electronic format to you. You can also request that we provide a copy of your information to a third party that you identify. In some cases you may receive a summary of this health information. You must make a written request to inspect and copy your health information or have it sent to a third party. Mail your request to the address listed below. In certain limited circumstances, we may deny your request to inspect and copy your health information. If we deny your request, you may have the right to have the denial reviewed. We may charge a reasonable fee for any copies.
- **You have the right to ask to amend information** we maintain about you such as claims and case or medical management records, if you believe the health information about you is wrong or incomplete. Your request must be in writing and provide the reasons for the requested amendment. Mail your requests to the address listed below. If we deny your request, you may have a statement of your disagreement added to your health information.
- **You have the right to receive an accounting** of certain disclosures of your information made by us during the six years prior to your request. This accounting will not include disclosures of information: (i) for treatment, payment, and health care operations purposes; (ii) to you or pursuant to your authorization; and (iii) to correctional institutions or law enforcement officials; and (iv) other disclosures for which federal law does not require us to provide an accounting.

- **You have the right to a paper copy of this notice.** You may ask for a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice upon request. In addition, you may obtain a copy of this notice at our websites such as [www.myuhone.com](http://www.myuhone.com), [www.myallsavers.com](http://www.myallsavers.com), [www.myallsaversmember.com](http://www.myallsaversmember.com), [www.goldenrule.com](http://www.goldenrule.com), or [www.unitedhealthone.com](http://www.unitedhealthone.com).
- **You have the right to be considered a protected person.** (New Mexico only) A "protected person" is a victim of domestic abuse who also is either: (i) an applicant for insurance with us; (ii) a person who is or may be covered by our insurance; or (iii) someone who has a claim for benefits under our insurance.

### Exercising Your Rights

- **Contacting your Health Plan.** If you have any questions about this notice or want to exercise any of your rights, please call the toll free phone number on your ID card.
- **Filing a Complaint.** If you believe your privacy rights have been violated, you may file a complaint with us at the address listed below.
- **Submitting a Written Request.** Mail to us your written requests to exercise any of your rights, including modifying or cancelling a confidential communication, requesting copies of your records, or requesting amendments to your record at the following address:
- Privacy Office, 7440 Woodland Drive, Indianapolis, IN 46278-1719
- **You may also notify the Secretary of the U.S. Department of Health and Human Services of your complaint.** We will not take any action against you for filing a complaint.

**Fair Credit Reporting Act Notice.** In some cases, we may ask a consumer-reporting agency to compile a consumer report, including potentially an investigative consumer report, about you. If we request an investigative consumer report, we will notify you promptly with the name and address of the agency that will furnish the report. You may request in writing to be interviewed as part of the investigation. The agency may retain a copy of the report. The agency may disclose it to other persons as allowed by the federal Fair Credit Reporting Act. We may disclose information solely about our transactions or experiences with you to our affiliates.

**Medical Information Bureau.** In conjunction with our membership in MIB, Inc., formerly known as Medical Information Bureau (MIB), we or our reinsurers may make a report of your personal information to MIB. MIB is a nonprofit organization of life and health insurance companies that operates an information exchange on behalf of its members.

If you submit an application or claim for benefits to another MIB member company for life or health insurance coverage, the MIB, upon request, will supply such company with information regarding you that it has in its file.

If you question the accuracy of information in the MIB's file, you may seek a correction in accordance with the procedures set forth in the federal Fair Credit Reporting Act. Contact MIB at: MIB, Inc., 50 Braintree Hill Ste. 400, Braintree, MA 02184-8734, (866) 692-6901, [www.mib.com](http://www.mib.com) or (TTY) (866) 346-3642.

## FINANCIAL INFORMATION PRIVACY NOTICE

(Effective September 23, 2013)

We (including our affiliates listed at the end of this notice) are committed to maintaining the confidentiality of your personal financial information. For the purposes of this notice, "personal financial information" means information, other than health information, about an insured or an applicant for coverage that identifies the individual, is not generally publicly available and is collected from the individual or is obtained in connection with providing coverage to the individual.

**Information We Collect.** We collect personal financial information about you from the following sources:

- Information we receive from you on applications or other forms, such as name, address, age, medical information and Social Security number; and
- Information about your transactions with us, our affiliates or others, such as premium payment and claims history; and
- Information from consumer reports.

**Disclosure of Information.** We do not disclose personal financial information about our insureds or former insureds to any third party, except as required or permitted by law. For example, in the course of our general business practices, we may, as permitted by law, disclose any of the personal financial information that we collect about you, without your authorization, to the following types of institutions:

- To our corporate affiliates, which include financial service providers, such as other insurers, and non-financial companies, such as data processors;
- To nonaffiliated companies for our everyday business purposes, such as to process your transactions, maintain your account(s), or respond to court orders and legal investigations; and
- To nonaffiliated companies that perform services for us, including sending promotional communications on our behalf.

**We restrict access to personal** financial information about you to employees, affiliates and service providers who are involved in administering your health care coverage or providing services to you. We maintain physical, electronic and procedural safeguards that comply with federal standards to guard your personal financial information.

**Confidentiality and Security.** We maintain physical, electronic and procedural safeguards, in accordance with applicable state and federal standards, to protect your personal financial information against risks such as loss, destruction or misuse. These measures include computer safeguards, secured files and buildings, and restrictions on who may access your personal financial information.

**Questions About this Notice.** If you have any questions about this notice, please **call the toll-free member phone number on the back of your health plan ID card.**

The Notice of Information Practices, effective September 23, 2013, is provided on behalf of All Savers Insurance Company; All Savers Life Insurance Company of California; Golden Rule Insurance Company; PacifiCare Life and Health Insurance Company; UnitedHealthcare Insurance Company; and UnitedHealthcare Life Insurance Company. To obtain an authorization to release your personal information to another party, please go to the appropriate website listed in this Notice.

## Smile more often!

Taking care of your teeth is an important part of your overall health, and we can help keep your smile healthy and happy with our dental plan options.

### With our dental plans, you can take advantage of:

- Preventive care covered at 100% with NO deductible or waiting period when you use a network provider.
- Our network of dentists providing quality dental care is one of the nation's largest.<sup>1</sup>
- Two plans with the flexibility of using network and non-network dentists.<sup>2</sup>
- A \$50 calendar-year deductible per person (limited to 3 individual \$50 deductibles per family for Basic Services and Major Services). Then we pay 80% for Basic Services and 50% for Major Services.<sup>3</sup>
- Preventive Services include: oral evaluations, X-rays, routine cleanings, and more.
- Basic Services include: simple (nonsurgical) extractions, amalgam fillings, resin-based composite fillings, and more.

### Dental coverage from a company you can trust.

**Strong and stable:** Over 30 million Americans entrust UnitedHealthcare with their health insurance needs.<sup>4</sup> Dental Benefit Providers, Inc., a UnitedHealthcare company, is the administrator of these dental plans.

**Experience:** Golden Rule Insurance Company, the underwriter of these plans, has served individuals and families with their health insurance needs for nearly 70 years.

UnitedHealthOne<sup>SM</sup> is the brand name for the family of UnitedHealthcare companies, including Golden Rule, offering personal health insurance.

Visit [www.myuhcdental.com](http://www.myuhcdental.com) to find a dentist in your area.

Visit [www.myuhcvision.com](http://www.myuhcvision.com) to find a provider in your area.

<sup>1</sup> Dental Benefit Provider's, Inc. network availability may vary by state, and a specific dental care provider's contract status can change at any time. Therefore, before you receive care, it is recommended that you verify with the dental care provider that he or she is still contracted with the network.

<sup>2</sup> Benefit differential applies.

<sup>3</sup> See your policy for a complete list. Waiting periods apply.

<sup>4</sup> UnitedHealth Group Annual Form 10-K for year ended 12/31/13.



UnitedHealthOne<sup>SM</sup> is a brand representing the portfolio of insurance products offered to individuals and families through the UnitedHealthcare family of companies. Golden Rule Insurance Company is the underwriter and administrator of these plans.

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