



## **Dental Benefits**

# **Summary Plan Description for New York and New England Associates**

**Effective January 1, 2017**



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## Your dental benefits

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The Verizon Dental Benefits Plan (the Plan) is designed to provide you and your family with comprehensive dental care coverage. The Plan includes:

- Freedom to use any dentist you choose
- Discounted rates for services when you use participating dental providers
- Preventive care coverage that encourages regular checkups
- Coverage for corrective care and orthodontia services.

### About this SPD

This document is the summary plan description (SPD) for the Verizon Dental Expense Plan for New York and New England Associates, including the Other Plan Provisions of Verizon Plans Covering New York and New England Associates.

The Plan is subject to federal law under the Employee Retirement Income Security Act of 1974 (ERISA) and its subsequent amendments. This document meets ERISA's requirements for an SPD and is based on Plan provisions and bargained-for changes effective January 1, 2017, unless specifically noted otherwise. It updates and replaces all previous SPDs and other descriptions of the benefits provided by the Plan. This SPD is a summary of this Plan.

References in this SPD to the "Plan" or the "Dental Plan" refer to the Verizon Dental Expense Plan for New York and New England Associates.

Every effort has been made to ensure the accuracy of the information included in this SPD. Copies of Plan documents are available by contacting the Plan administrator in writing at the address provided in the "Administrative information" section.

This SPD is divided into the following major sections:

- **Participating in the Plan.** This section explains your eligibility, eligibility for your dependents and when eligibility ends.
- **Cost of coverage.** This section provides information on who contributes toward the cost of coverage, and explains the IRS tax dependent status.
- **When participation ends.** This section explains when participation in the Plan ends for you and your dependents.
- **Overview of your dental options.** This section describes the dental options available to you. Refer to it when deciding which option to choose and when you need information about your coverage and benefits.
- **Dental Expense Plan option.** This section provides details of how the Dental Expense Plan option works.
- **United Concordia Dental Preferred Provider Organization (PPO) option.** This section provides details of how the United Concordia Dental PPO option works. (**Note:** This option is offered only to New England IBEW-represented associates.)



- **Continuing coverage if eligibility ends.** In some cases, you and/or your dependents can continue coverage even after eligibility for the Plan ends.
- **What is not covered** This section lists services and supplies not covered under the Plan.
- **How to file a claim.** This section provides information on when you need to file a claim to receive benefits.
- **Additional information.** This section provides additional details about the Plan.
- **Administrative information.** This section provides information about the administrative provisions of the Plan and your legal rights.
- **Terms to know.** Certain terms used in this SPD are defined in the "Terms to know" section.

#### **IMPORTANT:**

Verizon and its claims and appeals administrators have the discretionary authority to interpret the terms of the Plan and this SPD and determine your eligibility for benefits under their terms.

#### **Verizon Benefits Center**

The Verizon Benefits Center offers a website called BenefitsConnection where you'll find tools to help you manage your benefits. You can access BenefitsConnection on the "About you" page on the Verizon eWeb or on the Internet at [verizon.com/benefitsconnection](http://verizon.com/benefitsconnection).

The website makes finding information fast and easy as it guides you through your benefits transactions, including annual enrollment. In addition to enrolling on the site, you can:

- Link to other Verizon benefit provider sites.
- Create and print personalized provider listings. These listings can be obtained free of charge via BenefitsConnection or by calling the Verizon Benefits Center at 855.4vz.bens (855.489.2367). You can also obtain a list of participating dentists, free of charge, by calling MetLife or United Concordia. In addition, MetLife and United Concordia have websites where you can get information about participating dentists online. For contact and website information, refer to the "Administrative information" section.
- Review details about your health care and insurance plans.
- Select and update your beneficiary designations.
- Verify your Verizon elections that are on file at the Verizon Benefits Center.
- Change your BenefitsConnection password.
- Give yourself a helpful "hint" in case you forget your password.

Verizon Benefits Center representatives are available should you have questions about your benefits. To reach the Verizon Benefits Center via telephone, call 855.4vz.bens (855.489.2367). Using this toll-free telephone number, you also can connect with other Verizon benefit providers.

#### **Changes to the plan**

While Verizon expects to continue the Plan indefinitely, Verizon also reserves the right to amend, modify, suspend or terminate the Plan at any time, at its discretion, with or without advance notice to



participants, subject to any duty to bargain collectively. The Plan may be amended by publication of any SPD, summary of material modification, enrollment materials or other communication relating to the Plan, as approved by Verizon.

Decisions regarding changes to, or termination of, benefits are made at the highest levels of management. Verizon employees below those levels do not know whether the Company will adopt any particular change and are not in a position to speculate about such changes. Unless and until changes formally are adopted and officially are announced, no one is authorized to assure that any particular change will or will not occur.



## Participating in the plan

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### Eligibility

You are eligible for Plan coverage if you are employed by a Verizon participating company (see the “Additional information” section) and are a regular full-time, part-time or eligible temporary or job-sharing New York or New England associate whose employment is covered by a collective bargaining agreement that provides for participation in the Plan.

A temporary employee’s eligibility is governed by the applicable collective bargaining agreements.

“Associate,” as used throughout this SPD includes any non-management employee. “Net credited service” is defined by provisions of the Verizon Pension Plan for Associates (to the extent that it covers New York and New England Associates).

You are not eligible to participate in the Plan if any one of the following applies:

- You are paid by a temporary staffing or placement agency or other vendor or third party.
- You are employed under the terms of a written agreement with the Company as an independent contractor or consultant.
- You are paid through accounts payable instead of the payroll system.

#### NOTE:

If a court, the Internal Revenue Service (IRS) or any other enforcement authority or agency finds that an independent contractor or leased employee should be treated as a regular employee of a participating company, for example, for purposes of W-2 income reporting or tax withholding, such individual is nonetheless expressly excluded from the definition of eligible employee and is expressly ineligible for benefits under the Plan.

### Eligible dependents

Dependents must be enrolled through the BenefitsConnection website or the Verizon Benefits Center to have coverage. You can enroll only your eligible class I dependents who meet the Plan definition for eligibility.

### Dependent eligibility requirements

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Dependent Class	Who They Are	Relationship
Class I <u>dependents</u>	<ul style="list-style-type: none"> <li>• Your legal <u>spouse</u> (whether or not <u>legally separated</u>)</li> <li>• Your unmarried children until the end of the calendar year in which they reach age 19, provided they receive more than 50% of their support from you. Children means children by birth, as well as legally adopted children or children placed for adoption, stepchildren who live in your home and children who live in your home and for whom you or your spouse is the legal guardian</li> </ul>	<ul style="list-style-type: none"> <li>• <u>Spouse</u></li> <li>• Child</li> </ul>



Dependent Class	Who They Are	Relationship
	<ul style="list-style-type: none"><li>Your unmarried children (as defined above) from age 19 through the end of the calendar year in which they reach age 25 and are full-time students at an accredited educational institution, provided they receive more than 50% of their support from you. Coverage lasts until the end of the calendar year in which they no longer qualify as full-time students or, if earlier, the end of the calendar year in which they reach age 25</li></ul>	<ul style="list-style-type: none"><li>Full-time student</li></ul>
	<ul style="list-style-type: none"><li>Your unmarried children (as defined above) of any age who are incapable of self-support and dependent on you for support due to physical or mental disability (if the disability began before age 19 or before age 25 while a full-time student and they were covered continuously)</li></ul>	<ul style="list-style-type: none"><li>Disabled child</li></ul>
	<ul style="list-style-type: none"><li>Your unmarried children (as defined above and including any age requirements) who are alternate recipients under an approved qualified medical child support order (QMCSO)</li></ul>	<ul style="list-style-type: none"><li>Child</li></ul>

**NOTE:**

Class II dependents and sponsored children are not eligible for coverage under the Plan.

**Verifying dependent eligibility**

At the time you enroll your dependent or at any time, upon request, you may be asked to provide proof of dependent status, such as:

- A marriage certificate.
- A birth certificate.
- Guardianship/adoption papers.

If you are unable to provide the required documentation, your dependent will not be covered. In addition, you may be required to reimburse Verizon for any costs associated with covering an individual who is not an eligible dependent and your, as well as your dependents, coverage may be terminated.

**Qualified medical child support order (QMCSO)**

A QMCSO is a judgment from a state court or an order issued through an administrative process under state law that requires you to provide coverage for a dependent child under Verizon's health care plans, including dental. You may obtain a copy of the QMCSO administrative procedures, free of charge, from the Plan administrator in care of the Verizon Benefits Center. In any case, if subject to an order, you and each child will be notified about further procedures.

**State eligibility laws and the Employee Retirement Income Security Act of 1974 (ERISA)**

States sometimes pass laws that require employee benefit plans to provide benefits and/or coverage to individuals who otherwise are not eligible. For example, a state might require an employer to provide coverage to an ex-spouse, a civil union spouse, or a child who exceeds the Plan age requirements who is not eligible for benefits under the Company dental plan.





The federal law known as ERISA supersedes state law. As a result, the Company generally only covers the individuals outlined in this SPD.

#### **If your spouse is a Verizon employee or retiree**

For dental coverage, if your spouse is employed by or retired from Verizon or affiliates, the following rules apply:

- Children can be covered by one Verizon parent or the other, but not by both.
- You can be covered as an employee under this Plan or as a dependent under a Verizon-sponsored dental plan, but not as both. To be covered as a dependent under another plan, you must choose the “No Coverage” option under this Plan.
- Your spouse can be covered as an employee under this Plan or as a dependent under a Verizon-sponsored dental plan, but not as both. To be covered as your dependent under this Plan, your spouse must be eligible for and must choose the “No Coverage” option under his or her plan. If he or she is not eligible to choose the “No Coverage” option under his or her plan, your spouse cannot be covered under your Plan.

#### **Enrolling in the plan**

##### **Initial enrollment by newly hired associates**

The following enrollment rules apply based on your work schedule:

- If you are a full-time associate, you automatically are enrolled for dental coverage. Your dental coverage begins on your date of hire.
- If you are a part-time associate who is scheduled to work less than 25 hours a week who has been employed continuously by the Company since December 31, 1980, you automatically were enrolled for dental coverage when you became eligible. Your coverage began on the first day of the month in which you attained three months of net credited service.
- If you are a part-time associate scheduled to work less than 25 hours a week and have not been employed continuously by the Company since December 31, 1980, and you want dental coverage, you must enroll for it by accessing the BenefitsConnection website or through the Verizon Benefits Center, as long as you enroll within 31 days from your date of hire and agree to pay the required cost by payroll deduction; otherwise you will not have coverage. If you enroll before the deadline shown on your enrollment materials, your coverage takes effect on your date of hire.
- If you are changing from a management position to a full-time associate position, your coverage begins the first day of the month following the date your payroll changes for the change in position. If you are changing to a part-time associate position for which you’re scheduled to work less than 25 hours a week, you must enroll for coverage (as described in the “Changing your elections” section).
- If you change from a full-time associate to a part-time associate position, your coverage continues and any applicable payroll deductions automatically begin as soon as administratively possible. You also can drop dental coverage, due to your change in status, by calling the Verizon Benefits Center. See the “Changing your elections” section for more information.



- If you are a retired participant covered under retiree dental benefits who is rehired by the Company, you automatically are enrolled for dental coverage on the first day of the month after your date of rehire.

Regardless of your employment status, you must call the Verizon Benefits Center to enroll any class I dependent you want included under your coverage. You can choose coverage for yourself plus one dependent or for yourself plus two or more dependents. You will need to provide each dependent's name, date of birth and Social Security number. If you enroll eligible dependents before the deadline shown on your enrollment materials, their coverage begins on the same date as your coverage. Otherwise, coverage begins the first day of the month after you call the Verizon Benefits Center and enroll them.

### **To enroll or make changes**

You can log on to BenefitsConnection or call the Verizon Benefits Center at 855.4vz.bens (855.489.2367). BenefitsConnection is available 24 hours a day, seven days a week. Benefits Center Representatives are available to help you from 9:00 a.m. to 5:00 p.m. Eastern time, Monday through Friday (excluding holidays).

### **Enrollment materials**

You have 31 days from your hire date to make your benefit elections. A notice will be sent to you inviting you to visit BenefitsConnection to make your benefit elections. As long as you enroll by the deadline, you will have coverage retroactive to your hire date. If you do not enroll by the deadline, you will be assigned default coverage shown on BenefitsConnection. If you default, you cannot change your coverage until the next Annual Enrollment period unless you have a qualified life event.

### **Changing your elections**

#### **Annual enrollment**

You have a right to elect "no coverage" and your enrollment is independent from your medical plan election.

Each year during the annual enrollment period:

- If you are an eligible full-time associate or an eligible part-time associate scheduled to work less than 25 hours a week who has been employed continuously by the Company since December 31, 1980, you will have an opportunity to change your dental option and covered dependents.
- If you are an eligible part-time associate scheduled to work less than 25 hours a week who has not been employed continuously by the Company since December 31, 1980, you may start or waive dental coverage for you and your dependents, as well as change your dental option and covered dependents.

Elections made during the annual enrollment period take effect on the following January 1 and remain in effect through December 31 of that year, unless you change the election during the year due to a qualified life event.

#### **Qualified life event**

Between annual enrollment periods, you may be able to change your dental option and covered dependents if you or a dependent has a qualified life event that affects eligibility for coverage; and if you're a part-time associate scheduled to work less than 25 hours a week who has not been employed



continuously since December 31, 1980, you may be able to start or waive dental coverage for you and your dependents. An election change can be made due to a qualified life event if the election is on account of and corresponds with the life event that affects eligibility for coverage under an employer's plan. Elections made due to a life event remains in effect until you make a change during an annual enrollment period or due to another qualified life event.

If you have a qualified life event, you can make changes to your healthcare benefits within 90 days of the qualified life event. Your new benefits take effect as of the date of the qualified life event and will remain in effect until you make a change during an annual enrollment period or due to another qualified life event.

***You gain a new dependent***

**If you gain a new, eligible dependent through marriage, , birth, adoption or placement for adoption**, that person is covered under your dental coverage option on the date you gain the new dependent as long as you call the Verizon Benefits Center within 90 days of the event.

Otherwise, coverage begins the first day of the month after you call the Verizon Benefits Center to enroll him or her.

**If you gain a new eligible dependent as the result of a QMCSO**, you can enroll that dependent in the Plan by calling the Verizon Benefits Center. Your election will take effect on the date the QMCSO is approved by the Verizon Benefits Center.

**If you gain a new, eligible dependent as the result of an event other than those listed above** – for example, a dependent child age 23 starts attending school full-time after a period of ineligibility due to age – you can enroll that dependent in the Plan by calling the Verizon Benefits Center. Your election will take effect the first day of the month following your election.

Upon request, you will be required to provide proof of dependent eligibility.

***You lose a dependent through death or divorce***

**If you lose a dependent through death or divorce**, coverage for that dependent ends at the end of the month in which the event occurs.

However, you must call the Verizon Benefits Center to remove that dependent from your coverage. If you fail to remove your ineligible dependent, any premiums paid by you after the event will not be reimbursed and you will be responsible for any claims paid by the Plan. Further, your former dependent may lose his or her COBRA rights. For more information on COBRA, see the “Continuing coverage if eligibility ends” section.

**If you and your spouse become legally separated**, coverage for your spouse continues, unless you call the Verizon Benefits Center to remove him or her from your coverage.

***A dependent loses eligibility***

If a dependent loses eligibility or ceases to be a dependent under the Plan in situations other than those described above, the dependent's coverage will continue until the end of the month in which the event occurs that causes the dependent to lose eligibility. An exception occurs if the dependent is a child who loses eligibility because he or she reaches an age limit for coverage. In this case, the child's coverage will continue until December 31 of the year in which the age limit is reached. However, if a child reaches the age 25 limit and is a full-time student who graduates prior to December 31 of his or her 25th year or no longer maintains his or her full-time student status, his or her coverage will terminate at the end of the calendar year in which he or she loses full-time student status. If you are enrolled in



a Dental Managed Care Organization (DMCO), check with your DMCO regarding eligibility rules since DMCO rules may be different.

When a dependent loses eligibility, you must call the Verizon Benefits Center before the dependent's coverage ends.

If you do not notify the Verizon Benefits Center, any claims incurred by your ineligible dependent will become your financial responsibility. Furthermore, if you do not disenroll your dependent within 60 days of when he or she becomes ineligible, he or she will lose his or her rights to purchase continued health care coverage under COBRA. For more information on COBRA, see the "Continuing coverage if eligibility ends" section.

#### ***You move or your dentist stops participation***

If you move, you must notify your department of your address change. You will remain in your current option unless the move is to a location outside of your current option's service area, in which case you will receive information from the Verizon Benefits Center describing the remaining options available to you.

If you are a part-time associate, you cannot elect the "no coverage" option at the time of your move. To make this change you must wait for your annual enrollment period or until you experience a qualified life event.

If your dentist stops participating in the Plan during the Plan year, you cannot change your Plan option. You must wait until your next annual enrollment period or until you experience a qualified life event.

#### **Special enrollment rules**

If you are a part-time associate who waived dental coverage for yourself and/or you are a part-time or full-time associate who did not cover your spouse and eligible dependents because of other dental insurance coverage, you may be able to enroll yourself or your dependents in the Plan if you later lose that other insurance due to:

- Loss of eligibility
- Termination of employer contributions for such coverage (however, special enrollment is not available if loss of coverage was due to your or your dependents' failure to pay for such coverage)
- Exhaustion of COBRA coverage.

If you enroll yourself or your dependents in the Plan:

- Within 90 days of losing the other coverage, your or your dependents' coverage will be effective retroactive to the date of the event
- After 90 days of losing the other coverage, your or your dependents' coverage will be effective the first day of the month following your enrollment.

In addition, if you gain a new dependent as a result of marriage, birth, adoption, or placement for adoption, and are a full-time or part-time associate, you may be able to enroll yourself and your dependents.



If you enroll:

- Within 90 days of the event, your coverage will be effective retroactive to the date of the event.
- After 90 days following the event, your coverage will be effective the first day of the month following your enrollment.

To request a special enrollment or obtain more information, contact the Verizon Benefits Center at 855.4vz.bens (855.489.2367).



## Cost of coverage

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The Company pays the full cost of dental coverage for you and your enrolled Class I Dependents as follows:

- A full-time associate working at least 25 hours a week
- A part-time associate hired before January 1, 1981 and continuously employed by the Company since that date.

If you are a new hire, the Company pays the full cost of dental coverage for you and your enrolled class I dependents at your date of hire.

If you have not been employed continuously by the Company since December 31, 1980 and you work at least 17 but less than 25 hours a week, the Company contributes 50 percent of the full cost of coverage applicable to the dental option that you elect under the Plan. In order to have coverage, you must enroll and agree to pay the other 50 percent of the cost of coverage by payroll deduction.

If you have not been employed continuously by the Company since December 31, 1980 and you work less than 17 hours a week, you can enroll for coverage if you call the Verizon Benefits Center and agree to pay the full cost.

Note that all employee contributions are paid on an after-tax basis.

### **Tax status of dependents (Imputed income)**

Most dependents are considered Internal Revenue Service (IRS) tax dependents. You are not taxed on imputed income for IRS tax dependents.

If you cover a person who is not considered an IRS tax dependent, Verizon is required to report income for you that reflects the value of the coverage for tax-reporting purposes. This is known as imputed income. You will receive a W-2 annually for the value of coverage for any dependent who is not an IRS tax dependent.

Verizon assumes all dependents are IRS tax dependents. You must contact the Verizon Benefits Center if you cover other dependents who are not IRS tax dependents.



## When participation ends

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This section explains when participation in the Plan ends for you and your dependents.

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### Associate coverage

**An associate's coverage will end on the earliest date described below. You may be able to continue coverage under COBRA. For information on continuing coverage and COBRA, see the "Continuing coverage if eligibility ends" section.**

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#### **Leaves of Absence**

In general, if you go on a leave of absence, your coverage continues in accordance with Company guidelines and as collectively bargained.

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#### *Leaves of Absence Under the Family and Medical Leave Act*

The Company complies with the Family and Medical Leave Act of 1993 (FMLA). All leaves of absence qualifying under the FMLA will be administered in accordance with the terms of the FMLA. Coverage may be continued during approved leaves, as provided in Company policy and as collectively bargained. Call the Verizon Benefits Center for details.

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#### *Leaves of Absence Under the Uniformed Services Employment and Reemployment Rights Act*

All military leaves of absence qualifying under the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) will be administered in accordance with the terms of USERRA.

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#### *Anticipated Disability Leaves of Absence, Care of Newborn Children (CNC) Leaves of Absence, Enhanced Educational Leaves of Absence, Family Care Leaves of Absence and Union Leaves of Absence (Maximum Benefit Period Leave of Absence for New England Associates Only)*

Under an Anticipated Disability, CNC, Enhanced Educational or Family Care Leave of Absence, Verizon will pay the amount it normally does for your coverage. If you contribute to the cost of your dental coverage, however, you must continue making contributions during your leave. The Company will bill you monthly for these charges.

Under a Union Leave of Absence, coverage can be continued according to your collective bargaining agreement.

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#### *Education Leaves of Absence or Personal Leaves of Absence*

Under an Education or Personal Leave of Absence, coverage for you and eligible dependents will end on the last day of the month in which your leave begins.

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#### **Change in Employment Status**

If your employment status changes from associate to management status, coverage under the Plan will end on the last day of the month in which you become a management employee of Verizon or an affiliate of Verizon. You will have an opportunity to make an election into another plan.

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#### **Long-Term Disability (LTD)**

If you are receiving long-term disability benefits, coverage under the Plan will end on the last day of the month in which you qualify to begin long-term disability.

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**Associate coverage**

An associate's coverage will end on the earliest date described below. You may be able to continue coverage under COBRA. For information on continuing coverage and COBRA, see the "Continuing coverage if eligibility ends" section.

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**Cancellation of Coverage**

If you are a part-time associate enrolled for dental coverage and you cancel coverage due to a qualified life event, your coverage will end on the last day of the month in which you elect to cancel coverage.

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**Failure to Submit Payment (If Required)**

If you are a part-time associate enrolled for dental coverage and you are required to make a payment, and it is not received on time, coverage will end on the first day of the month for which payment is not received.

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**End of Employment**

Coverage under the Plan will end on the last day of the month in which your employment ends for any reason not specified in this section.

**Note:** If you retire from the Company and meet eligibility requirements, you may qualify to elect retiree dental coverage under the Plan.

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**Plan Termination**

Although the Company does not intend to terminate the Plan, were the Plan to be terminated, all coverage would end on the date of termination.

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**Dependent coverage**

A dependent's coverage will end on the earliest date described below. Your dependent may be able to continue coverage under COBRA. For information on continuing coverage and COBRA, see the "Continuing coverage if eligibility ends" section.

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**Associate's Coverage Ends**

If the associate's coverage ends for any reason except when the associate dies, coverage for all dependents also will end at the same time.

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**Associate Dies**

When the associate dies, coverage for all dependents will end on the last day of the month in which the associate dies.

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**Dependent Ceases to Meet the Class I Eligibility Requirements**

A dependent's coverage will end on the earlier of either the date the dependent is covered as an employee or retiree under any Company-sponsored dental plan or the last day of the month in which the dependent no longer qualifies as a dependent under the Plan, subject to the following:

- Coverage for your spouse ends on the last day of the month in which he or she becomes divorced from you. Coverage for a legally separated spouse will end on the last day of the month following the date you elect coverage to end.
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### **Dependent coverage**

**A dependent's coverage will end on the earliest date described below. Your dependent may be able to continue coverage under COBRA. For information on continuing coverage and COBRA, see the "Continuing coverage if eligibility ends" section.**

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- Coverage for a child ends on the last day of the calendar year in which he or she reaches age 19 (if not a full-time student), or the last day of the month in which the child is married, if earlier.
  - Coverage for a stepchild ends on the last day of the month in which he or she no longer lives with you or otherwise fails to meet the definition of an eligible dependent.
  - Coverage for a full-time student ends on the earlier of the last day of the calendar year in which the student reaches age 25 or the last day of the calendar year in which he or she no longer qualifies as a full-time student because he or she reduces his or her course load to a level below full time as defined by the educational institution, graduates or otherwise leaves school for reasons other than illness, injury or school vacations.
  - Coverage for a disabled child ends on the last day of the month in which he or she no longer meets the definition of a disabled child.
  - Coverage for a child under a QMCSO ends on the date the associate no longer is required to provide coverage for this child or, if earlier, the date the child no longer would be eligible for coverage.
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### **Extended benefits**

The Plan will pay benefits for the following services, supplies and treatment received after your coverage otherwise would end, as long as the service, supply or treatment is installed or delivered within two months following the date coverage otherwise would end:

- A prosthesis, including bridgework, if the impressions were taken and the abutment teeth were prepared fully before coverage otherwise would end
- A crown, if the tooth was prepared before coverage otherwise would end
- Root canal therapy, if the tooth was opened before coverage otherwise would end.

### **Continuing coverage when a dependent is ineligible**

It is your responsibility to notify the Verizon Benefits Center within 90 days if your dependents no longer meet eligibility requirements. Otherwise, any claims incurred by an ineligible dependent become your financial responsibility. Furthermore, if you do not disenroll your dependents within 60 days of when they become ineligible, they will lose the right to purchase continued health care coverage under COBRA.

Periodically, you may be asked to provide proof of your dependents' eligibility. If such proof is not provided, those dependents will lose their eligibility for the Plan, effective retroactively as of the date determined by the Plan administrator. The Company may require that you reimburse the amount of any claims paid by the Plan on behalf of an ineligible dependent.



**Continuation of coverage under COBRA**

In some instances, a person whose eligibility for coverage under this Plan ends still may be able to continue coverage in accordance with the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) and its subsequent amendments. See the “Continuing coverage if eligibility ends” section for more information.



## Overview of your dental options

### Plan options

As a participant in the Dental Plan, you have one or both of these options available:

- **Dental Expense Plan Option.** This option is offered to all Dental Plan participants. It provides comprehensive coverage to meet your dental care needs. The coverage includes a voluntary preferred provider organization (PPO) – a network of participating dental providers who have agreed to charge a negotiated fee for certain services.
- **United Concordia Dental Preferred Provider Organization (PPO) Option.** If you are a New England IBEW-represented associate, you may elect this Dental PPO option (if available in your home zip code) as an alternative to the Dental Expense Plan option. This option offers associates in New England (Maine, Vermont, Rhode Island, Connecticut, New Hampshire, Massachusetts, New York) greater access to dentists who participate in the Plan's PPO network.

### Comparing your dental plan options

Coverage Feature	Dental Expense Plan Option	Dental PPO Option (if available in your home ZIP code)
<b>Annual deductible</b>	None	None
<b>Lifetime deductible</b>	\$50 individual; \$150 family (does not apply to preventive and diagnostic care services)	None
<b>Preventive and diagnostic care services</b> <sup>1</sup> (for example, cleanings, exams and X-rays)	Plan pays 100% of negotiated, <u>discounted fees</u> (in network) or R&C charges (out-of-network)	Plan pays 100% of negotiated, <u>discounted fees</u> (in network) or R&C charges (out-of-network)
<b>Basic restorative services</b> <sup>1</sup> (for example, fillings, most oral surgery, root canals)	Covered according to a schedule of benefits	Plan pays 90% of negotiated, <u>discounted fees</u> (in network) or R&C charges (out-of-network)
<b>Major services</b> <sup>1</sup> (for example, crowns, bridgework and dentures)	Covered according to a schedule of benefits	Plan pays 80% of negotiated, <u>discounted fees</u> (in network) or R&C charges (out-of-network)
<b>Annual benefit maximum</b> (excluding orthodontia)	\$1,500 per person	\$1,000 per person
<b>Orthodontia</b>	Covered according to a schedule of benefits, up to the per person lifetime maximum of \$2,000	Covered up to the per person lifetime maximum of \$2,000



**If you are enrolled in an HMO**

If you are enrolled in a Health Maintenance Organization (HMO) that offers dental care services, you must receive services through your HMO first. If there are unpaid charges that are covered charges under the Plan, you or your dentist then may submit claims to this Plan, and they will be paid according to Plan provisions.

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<sup>1</sup> Subject to Plan limits.



## Dental Expense Plan option

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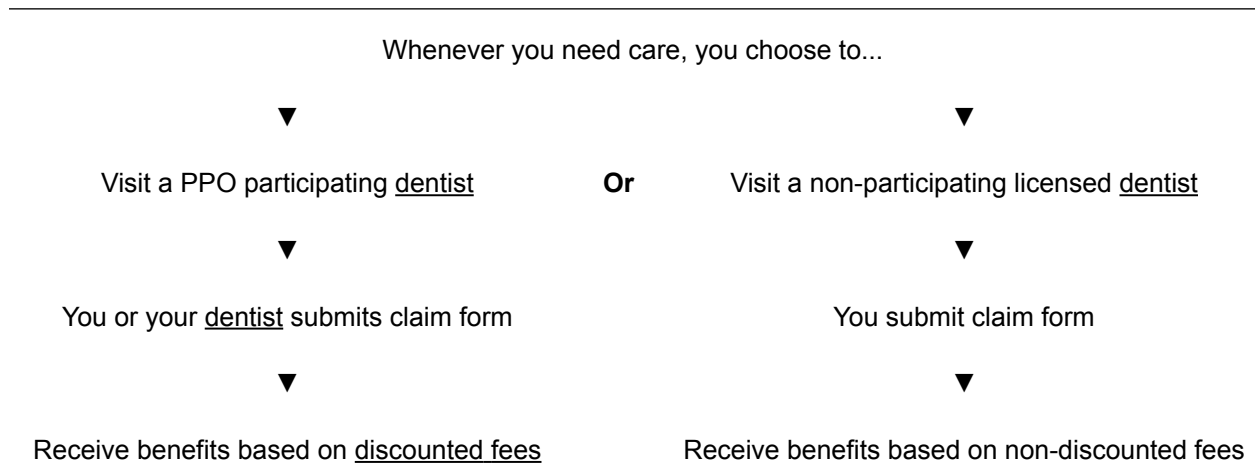
The Dental Expense Plan option provides comprehensive coverage to meet your dental care needs. The coverage includes a voluntary preferred provider organization (PPO) – a network of participating dental providers who have agreed to charge a negotiated fee for certain services.

### How coverage works

When you need care, you can visit any dentist. The same expenses are covered whether or not you use a participating provider. However, because PPO network charges are based on the discounted rate, which generally is lower than the reasonable and customary (R&C) charge, your out-of-pocket costs typically are less. To receive PPO benefits, you must receive care from a participating network provider.

If you receive covered services outside the network, benefits will be based on non-negotiated fees, which means your share, after the option pays a benefit, could be higher.

The chart below describes how the PPO works.



A list of participating dentists can be obtained, free of charge, by calling MetLife toll-free at 800.556.3490. MetLife also has a website where you can get information about participating dentists online at [metlife.com/dental](http://metlife.com/dental). You can also access MetLife’s internet site via the BenefitsConnection website.

### Lifetime deductible

You must pay a lifetime \$50 deductible per person, \$150 family deductible, before the option pays benefits for corrective care.

### Benefit maximums

Whether you use PPO dentists or nonparticipating dentists, the annual maximum benefit the option will pay is \$1,500 per person per calendar year. This applies to all covered dental benefits combined, except orthodontia. Orthodontic services are subject to a separate lifetime benefit limit of \$2,000 per person.



### How benefits are determined

You will receive coverage for the same expenses regardless of the dentist you use. However, your share of expenses generally will be less when you use PPO dentists because you will be charged discounted fees. These fees are negotiated by the PPO administrator and usually are less than fees charged by nonparticipating dentists.

### Preventive and diagnostic care

In general, the Dental Expense Plan option pays 100 percent of covered preventive and diagnostic care services, no deductible, based on the discounted fees or R&C charges, depending on whether you receive care from a PPO dentist or a nonparticipating dentist. If you receive care from a nonparticipating dentist who charges more than the R&C amount, you are responsible for the portion above the R&C amount.

### Corrective care

For corrective care services, whether you use a PPO dentist or a nonparticipating dentist, you must pay a lifetime \$50 deductible, \$150 family maximum deductible, before the Dental Expense Plan option pays benefits for corrective care. If you receive care from a PPO dentist, after you meet the deductible, the option pays the lesser of the negotiated discounted fees or benefits based on the scheduled benefit amount, but not more than the actual charge.

If you receive care from a nonparticipating dentist, after you meet the deductible, the Dental Expense Plan option pays benefits up to the scheduled benefit amount, but not more than the actual charge. If your dentist charges more than the scheduled benefit amount, you are responsible for the portion above the scheduled benefit amount.

Sample procedures from the benefit schedule follow in the chart below for frequently performed corrective care. Call MetLife Member Services (see the “Administrative information” section for the telephone number) if you have a question regarding a particular procedure or if you would like to request a copy of the complete benefit schedule.

Corrective Care	American Dental Association Code	Scheduled Benefit
Amalgam permanent – 1 surface filling	2140	\$28
Amalgam permanent – 2 surface filling	2150	\$42
Amalgam permanent – 3 surface filling	2160	\$65
Composite resin – 1 surface – anterior filling	2330	\$36
Composite resin – 2 surface – anterior filling	2331	\$59
Composite resin – 3 surface – anterior filling	2332	\$79
Composite resin – 4+ surface – anterior filling	2335	\$89
Composite resin – 1 surface – posterior filling	2391	\$36



<b>Corrective Care</b>	<b>American Dental Association Code</b>	<b>Scheduled Benefit</b>
Composite resin – 2 surface – posterior filling	2392	\$59
Composite resin – 3 surface – posterior filling	2393	\$79
Porcelain fused to gold crown	2750	\$439
Crown - Porcelain fused to noble metal	2752	\$362
Re-cement crown	2920	\$27
Crown buildup	2950	\$82
Crown buildup - Prefabricated post and core	2954	\$87
Root canal – bicuspid therapy	3320	\$320
Root canal – molar therapy	3330	\$401
Scaling & root planing - 4 or more teeth per quadrant	4341	\$61
Periodontal maintenance	4910	\$50
Extraction, erupted tooth or exposed root	7140	\$37
Extraction of erupted tooth - surgical	7210	\$61
Extraction of impacted tooth - completely bony	7240	\$177
Palliative treatment of pain	9110	\$27

### ***Dental implants***

The option covers services for dental implants, including amounts incurred for services related to a finishing crown.

This benefit is limited to \$1,000 per implant, subject to the \$1,500 annual benefit maximum and consistent with Plan coverage for other major restorative services.

### **Alternative procedures**

If there are two or more ways of effectively treating your dental condition, benefits will be payable based on the cost of the least expensive treatment that is appropriate, as determined by the claims administrator. You will be responsible for all charges above the amount considered for the least expensive treatment. Your dentist provides all dental decisions related to your treatment.



**Predetermination of benefits**

If dental treatment is expected to cost more than \$300, you should request that your dentist submit an outline of the intended treatment and estimated fees to the claims administrator. The claims administrator considers the dentist's recommended treatment, as well as alternative treatments, and then notifies you and your dentist of the benefits payable under the Plan.

If you do not get a predetermination of benefits, the claims administrator will make the determination of what the Dental Expense Plan option will pay when the claim is received.

You or your dentist can request a Course of Treatment Form from the claims administrator at the telephone number provided in the "Administrative information" section.

**Accidental injury dental treatment**

If you receive accidental injury dental treatment that is not performed by a dentist, you first must file a claim for benefits under your medical plan; you then can file a claim for benefits under this Plan.

**Overview of benefits**

Option Feature	Using Participating Dentists	Using Nonparticipating Dentists
Lifetime <u>deductible</u> : Applies to corrective care only	\$50 per person, \$150 family limit	\$50 per person, \$150 family limit
Annual benefit maximum, excluding orthodontia	\$1,500 per person <sup>1</sup>	\$1,500 per person <sup>1</sup>
Orthodontic lifetime benefit maximum	\$2,000 per person <sup>2</sup>	\$2,000 per person <sup>2</sup>

**Preventive and Diagnostic Services:**  
(Frequency limits are per person)

Routine oral exam: 2 per calendar year

Cleaning and scaling of teeth: Twice per calendar year

Full mouth or panorex X-rays: Once every 3 calendar years

Supplementary bitewing X-rays: Twice each calendar year

X-rays required to diagnose a specific condition: As necessary, except X-rays for orthodontia or temporomandibular joint dysfunction

Fluoride treatment: 1 per calendar year

Sealant applied to permanent molars only for dependents under age 14: As necessary; charges for replacement of the sealant within 36 months of treatment are not covered





Option Feature	Using Participating Dentists	Using Nonparticipating Dentists
Fabrication, insertion and adjustment of a fixed or removable space maintainer: As needed for replacement of congenitally missing teeth and prematurely lost or extracted teeth, regardless of when the teeth were lost or extracted —for covered individuals who are under age 19 only		

Option Feature	Using Participating Dentists	Using Nonparticipating Dentists
<p><b>Corrective Care</b> Restorations necessary to restore or replace the structure of a tooth, such as fillings, inlays, onlays and crowns</p> <p>Oral surgery in and around the mouth, excluding charges covered by any Company-sponsored medical plan</p> <p>Endodontic procedures to prevent or treat diseases of the dental pulp, such as root canal therapy</p> <p>Periodontic procedures to treat the supporting area around the teeth</p>	<p>Benefit based on the <u>scheduled amount</u> after you pay the \$50 lifetime <u>deductible</u> per person, \$150 family limit. Since participating <u>dentists</u> charge negotiated fees, your remaining share of expenses is likely to be lower</p>	<p>Benefit based on the <u>scheduled amount</u> after you pay the \$50 lifetime <u>deductible</u> per person, \$150 family limit. Since nonparticipating <u>dentists</u> do not charge negotiated fees, your remaining share of expenses is likely to be higher</p>
<p>Prosthetic procedures to replace 1 or more teeth, except wisdom teeth, extracted while the patient is covered under the Plan, including:</p> <ul style="list-style-type: none"> <li>• Initial installation of fixed bridgework or full or partial dentures. A fixed bridgework is covered when front anterior teeth are missing, abutment teeth do not have a poor periodontal status, double cantilevers do not exist or the mouth does not have 2 missing posterior teeth on 1 side and 1 or more missing posterior teeth on the other side</li> <li>• Adjustments to full or partial dentures</li> <li>• Replacement of existing denture or bridgework if it was installed at least 5 years prior to its replacement or additional extractions required the replacement</li> <li>• Addition of teeth to an existing denture or bridgework</li> <li>• Installation of a permanent denture that replaces a temporary denture if it is installed within 12 months of the temporary denture</li> <li>• Initial installation of dental implants and related services, including any separate charges for restorative crowns</li> </ul>		

<sup>1</sup> The annual maximum is a combined maximum totaling \$1,500 for participating and nonparticipating dentists.

<sup>2</sup> The lifetime orthodontic benefit maximum is a single lifetime maximum for all Verizon coverage and is in addition to the separate annual benefit maximum.



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<b>Option Feature</b>	<b>Using Participating Dentists</b>	<b>Using Nonparticipating Dentists</b>
<ul style="list-style-type: none"><li>• Repair or re-cementing of crowns, inlays, bridgework or dentures</li><li>• Relining of dentures 6 or more months after insertion</li><li>• General anesthesia in connection with covered oral surgery</li><li>• Orthodontic procedures, except for cosmetic purposes</li></ul> <p>Non-surgical treatment of temporomandibular joint dysfunction to relieve pain in the joint connecting the lower jaw and the skull; TMJ appliance is limited to 1 per lifetime and the TMJ visit is limited to 1 visit per month</p>		

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<sup>3</sup> You should submit a predetermination of benefits for any oral surgery since certain procedures may be covered by the medical plan.



## Dental Preferred Provider Organization (PPO) Plan option (for New England IBEW-represented associates only)

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As an alternative to the Dental Expense Plan option, you may elect the United Concordia Dental PPO Plan option, if available in your home ZIP code. This option offers associates in New England (Maine, Vermont, Rhode Island, Connecticut, New Hampshire, Massachusetts, New York) greater access to dentists who participate in the Plan’s PPO network. Using PPO dentists could lower your out-of-pocket expenses for covered dental care.

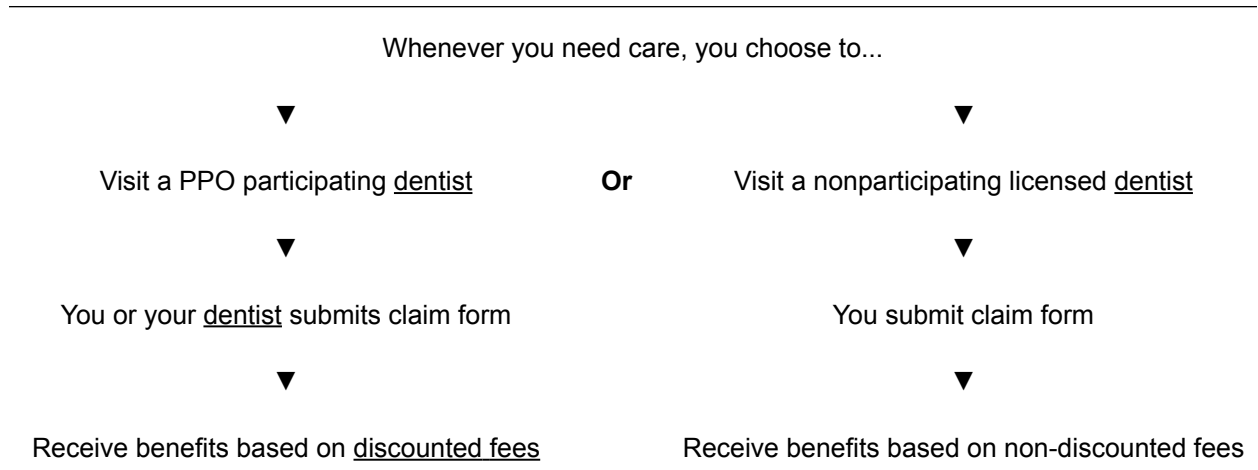
The Dental PPO Plan option works much like the Dental Expense Plan option. Preventive care is covered at 100 percent. However, benefits for covered corrective care, including fillings, crowns and oral surgery, are based on a percentage of negotiated, discounted fees (in network) or R&C charges (out-of-network). Unlike the Dental Expense Plan option, there are no annual or lifetime deductibles.

### How coverage works

When you need care, you can visit any dentist. The same expenses are covered whether or not you use a participating provider. However, because PPO network charges are based on the negotiated rate, which is generally lower than the reasonable and customary (R&C) charge, your out-of-pocket costs are typically less. To receive PPO benefits, you must receive care from a participating network provider.

If you receive covered services outside the network, benefits will be based on non-negotiated fees, which means your share, after the option pays a benefit, could be higher.

The chart below illustrates your choices under the Dental PPO Plan option.



A list of participating dentists can be obtained, free of charge, by calling United Concordia via the telephone number provided in the “Administrative information” section. United Concordia also has a website where you can get information about participating dentists online. You can access United Concordia’s website via the BenefitsConnection website or via the address shown in the “Administrative information” section.



### **Benefit maximums**

Whether you use PPO dentists or nonparticipating dentists, the annual benefit maximum the option will pay is \$1,000 per person, per calendar year. This applies to all covered dental benefits combined, except orthodontia.

Orthodontic services are subject to a separate lifetime benefit limit of \$2,000 per person.

### **How benefits are determined**

You will receive coverage for the same expenses regardless of the dentist you use. However, your share of expenses will generally be less when you use PPO dentists because you will be charged negotiated fees. These fees are negotiated by the PPO administrator and are usually less than fees charged by nonparticipating dentists.

### **Preventive and diagnostic care**

In general, the PPO Plan option pays 100 percent of covered preventive and diagnostic care services based on the negotiated fees or R&C charges, depending on whether you receive care from a PPO dentist or a nonparticipating dentist. If you receive care from a nonparticipating dentist who charges more than the R&C amount, you are responsible for the portion above the R&C amount.

### **Corrective services**

In general, the Dental PPO Plan option pays 90 percent of covered basic corrective services, and 80 percent of covered major corrective services, based on the negotiated fees or R&C charges, depending on whether you receive care from a PPO dentist or a nonparticipating dentist. If you receive care from a nonparticipating dentist who charges more than the R&C amount, you are responsible for the portion above the R&C amount.

### **Dental implants**

The Dental PPO Plan option covers services for dental implants, including amounts incurred for services related to a finishing crown.

This benefit is limited to \$1,000 per implant, subject to the \$1,000 annual benefit maximum and consistent with Plan coverage for other major restorative services.

### **Alternative procedures**

If there are two or more ways of effectively treating your dental condition, benefits will be payable based on the cost of the least expensive treatment that is appropriate, as determined by the claims administrator. You will be responsible for all charges above the amount considered for the least expensive treatment. Your dentist provides all dental decisions related to your treatment.

### **Predetermination of benefits**

If dental treatment is expected to cost more than \$200, you should request that your dentist submit an outline of the intended treatment and estimated fees to the claims administrator. The claims administrator considers the dentist's recommended treatment, as well as alternative treatments, and will then notify you and your dentist of the benefits payable.

If you do not get a predetermination of benefits, the claims administrator will make the determination of what the Dental PPO Plan option will pay when the claim is received.

You or your dentist can request a Course of Treatment Form from the claims administrator via the telephone number provided in the "Administrative information" section.



**Accidental injury dental treatment**

If you receive accidental injury dental treatment that is not performed by a dentist, you must first file a claim for benefits under your medical plan; you can then file a claim for benefits under this Plan.

**Overview of benefits**

Option Feature	Using Participating Dentists	Using Nonparticipating Dentists
Annual <u>deductible</u>	None	None
Annual benefit maximum, excluding orthodontia	\$1,000 per person <sup>1</sup>	\$1,000 per person <sup>1</sup>
Lifetime orthodontic benefit maximum	\$2,000 per person <sup>2</sup>	\$2,000 per person <sup>2</sup>

**Preventive and Diagnostic Services:** (Frequency limits are per person) 100% of negotiated fee 100% of R&C charges

Routine oral exam: 2 per calendar year

Cleaning and scaling of teeth: 2 per calendar year

Full mouth or panorex X-rays: 1 every 3 calendar years

Supplementary bitewing X-rays: 2 each calendar year

X-rays required to diagnose a specific condition: As necessary, except X-rays for orthodontia or temporomandibular joint dysfunction

Fluoride treatment: 1 per calendar year

Sealant applied to permanent molars only for dependents under age 14: As necessary; charges for replacement of the sealant within 36 months of treatment are not covered

Fabrication, insertion and adjustment of a fixed or removable space maintainer: As needed for replacement of congenitally missing teeth and prematurely lost or extracted teeth, regardless of when the teeth were lost or extracted—for covered individuals who are under age 19 only

Option Feature	Using Participating Dentists	Using Nonparticipating Dentists
<b>Corrective Care – Basic Services</b>	90% of negotiated fee	90% of R&C charges



Option Feature	Using Participating Dentists	Using Nonparticipating Dentists
Restorations necessary to restore or replace the structure of a tooth, such as fillings		
Endodontic procedures to prevent or treat diseases of the dental pulp, such as root canal therapy		
Periodontic procedures to treat the supporting area around the teeth		
<b>Corrective Care – Major Services</b> Restorations necessary to restore or replace the structure of a tooth, such as inlays, onlays and crowns	80% of negotiated fee	80% of R&C charges
Oral surgery in and around the mouth, excluding charges covered by any Company-sponsored medical plan		
Prosthodontic procedures to replace 1 or more teeth, except wisdom teeth, extracted while the patient is covered under the Plan, including: <ul style="list-style-type: none"> <li>• Initial installation of fixed bridgework or full or partial dentures. A fixed bridgework is covered when front anterior teeth are missing, abutment teeth do not have a poor periodontal status, double cantilevers do not exist or the mouth does not have 2 missing posterior teeth on 1 side and 1 or more missing posterior teeth on the other side</li> <li>• Adjustments to full or partial dentures</li> <li>• Replacement of existing denture or bridgework if it was installed at least 5 years prior to its replacement or additional extractions required the replacement</li> <li>• Addition of teeth to an existing denture or bridgework</li> <li>• Installation of a permanent denture that replaces a temporary denture if it is installed within 12 months of the temporary denture</li> <li>• Initial installation of dental implants and related services, including any separate charges for restorative crowns</li> <li>• Repair or re-cementing of crowns, inlays, bridgework or dentures</li> <li>• Relining of dentures 6 or more months after insertion</li> <li>• General anesthesia in connection with covered oral surgery</li> <li>• Orthodontic procedures, except for cosmetic purposes</li> </ul>		
Non-surgical treatment of temporomandibular joint dysfunction to relieve pain in the joint connecting the lower jaw and the skull		



Option Feature	Using Participating Dentists	Using Nonparticipating Dentists
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<sup>1</sup> The annual maximum is a combined maximum totaling \$1,000 for participating and nonparticipating dentists.  
<sup>2</sup> The lifetime orthodontic benefit maximum is a single lifetime maximum for all Verizon coverage and is in addition to the separate annual benefit maximum).  
<sup>3</sup> You should submit a predetermination of benefits for any oral surgery since certain procedures may be covered by the medical plan.



## Continuing coverage if eligibility ends

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Generally, your coverage or a dependent's coverage will end when your eligibility or a dependent's eligibility for the Plan ends. In some circumstances, however, coverage can be continued for a period of time if you agree to pay the cost.

### Family and Medical Leave Act of 1993 (FMLA)

Assuming you have met the applicable service requirements, FMLA allows you to:

- Take up to 12 work weeks of leave each calendar year for specified family and medical reasons.
- Be restored to your former position or an equivalent position and pay when you return to work.

### Benefits coverage while on FMLA leave

Dental coverage remains in effect while you are on FMLA leave. Verizon reserves the right to require you to pay for these benefits and to change its FMLA policy in the future.

A newly acquired dependent is eligible for coverage while your coverage is continued during FMLA leave.

### State family and medical leave laws

Verizon's FMLA policy must comply with any state law that provides greater family or medical leave rights than those provided under its FMLA policy. If your leave qualifies under FMLA and under a state law, you will receive the greater benefit.

### If Verizon changes benefits

If Verizon offers new benefits or changes its benefits while you are on leave, you are eligible for the new or changed benefits but your contributions – or payroll deductions – for these benefits may increase.

### Coverage continuation rights under COBRA

A federal law, the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), offers you the opportunity to continue coverage.

For additional information about your rights and obligations under the Dental Plan and under federal law, contact the Verizon Benefits Center.

### What is COBRA continuation coverage?

COBRA coverage is a temporary continuation of Dental Plan coverage when it otherwise would end because of a qualified life event, known as a "COBRA qualifying event." (Specific qualifying events are listed later in this section.)

After a qualifying event, COBRA continuation coverage is offered to each "qualified beneficiary."

You, your spouse and your dependent children could become qualified beneficiaries if coverage under the Dental Plan is lost because of the qualifying event. Qualified beneficiaries also include any children born to you or placed for adoption with you during the COBRA continuation period.

Qualified beneficiaries who elect COBRA continuation coverage must pay for it.





### **COBRA qualified beneficiaries**

- **Employees.** You are eligible for COBRA continuation if you lose your coverage under the Dental Plan because of one of the following qualifying events:
  - Your hours of employment are reduced.
  - Your employment ends for any reason other than your gross misconduct.
- **Spouse of employee.** Your spouse is eligible for COBRA continuation if he or she loses coverage under the Dental Plan because of one of the following qualifying events:
  - You die.
  - Your hours of employment are reduced.
  - Your employment ends for any reason other than gross misconduct.
  - You become divorced or legally separated.
- **Dependent children.** Dependent children are eligible for COBRA continuation if they lose coverage under the Dental Plan because of one of the following qualifying events:
  - The parent-employee dies.
  - The parent-employee's hours of employment are reduced.
  - The parent-employee's employment ends for any reason other than his or her gross misconduct.
  - The parents become divorced or legally separated.
  - The child loses eligibility for coverage as a "dependent child" under the Dental Plan.

### **When COBRA coverage is available**

The Dental Plan offers COBRA continuation coverage to qualified beneficiaries only after the Verizon Benefits Center has been notified that a qualifying event has occurred. (See the "Administrative information" section for contact information.)

### **Notification of qualifying events**

When the qualifying event is the end of employment, reduction in hours of employment or death of the employee, **Verizon will notify** the Verizon Benefits Center (the COBRA administrator) of the qualifying event.

For other qualifying events (divorce of the employee and spouse or a dependent child losing eligibility for coverage as a dependent child), **you or the qualified beneficiary must notify** the Verizon Benefits Center within 60 days after the qualifying event.

### **How COBRA coverage is offered**

After the Verizon Benefits Center receives notice that a qualifying event has occurred, COBRA continuation coverage is offered to each qualified beneficiary.

The Verizon Benefits Center provides a COBRA enrollment notice by mail within 14 days after receiving notice of the qualifying event and each qualified beneficiary has an independent right to elect COBRA continuation coverage.

Covered employees may elect COBRA continuation coverage on behalf of their spouses and parents may elect COBRA continuation coverage on behalf of their children. It is critical that you (or anyone who may become a qualified beneficiary) maintain a current address with the Verizon Benefits Center to ensure that you receive a COBRA enrollment notice following a qualifying event.



You and your qualified beneficiaries have 60 days from the date coverage ends due to a qualifying event or from the date of your COBRA notice, whichever is later, to elect continued participation under COBRA. If you fail to elect continued coverage within the 60-day time frame, you will lose the opportunity to continue coverage under COBRA.

#### **How long COBRA coverage lasts**

COBRA continuation coverage is a temporary continuation of coverage. It lasts for up to a total of 36 months when the qualifying event is:

- Your death.
- Your divorce.
- A dependent child losing eligibility as a dependent child.

COBRA continuation coverage generally lasts for up to a total of 18 months when the qualifying event is the end of employment or reduction of the employee's hours of employment. This 18-month period of COBRA continuation coverage can be extended in two ways:

- **Disability extension of 18-month period of continuation coverage.** If a qualified beneficiary covered under the Dental Plan is determined by the Social Security Administration to be disabled and you notify the Verizon Benefits Center in a timely fashion, you and all other qualified beneficiaries may be entitled to receive up to an additional 11 months of COBRA continuation coverage, for a total maximum of 29 months, if all of the following conditions are met:
  - Your COBRA qualifying event was a termination of employment or reduction in hours.
  - The disability started at some time before the 60th day of COBRA continuation coverage and lasts at least until the end of the 18-month period of continuation coverage.
  - A copy of the Notice of Award from the Social Security Administration is provided to the Verizon Benefits Center within 60 days of receipt of the notice and before the end of the initial 18 months of COBRA coverage.
  - An increased premium of 150 percent of the monthly cost of coverage is paid, beginning with the 19th month of coverage.
- **Second qualifying event extension of 18-month period of continuation coverage.** If another qualifying event occurs during the first 18 months of COBRA continuation coverage, your spouse and dependent children can receive up to 18 additional months of COBRA continuation coverage, for a maximum of 36 months, if notice of the second qualifying event is properly given to the Dental Plan.

This extension may be available to your spouse and any dependent children receiving continuation coverage if you die or get divorced, or if your dependent child no longer is eligible under the Dental Plan as a dependent child, but only if the event would have caused your spouse or dependent child to lose coverage under the Plan had the first qualifying event not occurred.



**COBRA qualifying events**

Qualifying event	Maximum continuation period (months) for:		
	You	Spouse	Covered child
You lose coverage because of reduced work hours or taking unpaid leave, other than leave under the FMLA	18	18	18
You terminate employment for any reason (except gross misconduct)	18	18	18
You or your dependent is disabled – as defined by the Social Security Act – at the time of the qualifying event or during the first 60 days of <u>COBRA</u> continuation coverage	29 (Initial 18 months, plus additional 11 months)	29 (Initial 18 months, plus additional 11 months)	29 (Initial 18 months, plus additional 11 months)
Your covered child no longer qualifies as a dependent	N/A	N/A	36
You die	N/A	36	36
You and your <u>spouse</u> divorce	N/A	36	36

You and your eligible dependents have 60 days from the date coverage ends due to a qualifying event or from the date of your COBRA notice, whichever is later, to elect continued participation under COBRA. If you fail to elect continued coverage within the 60-day time frame, you will lose the opportunity to continue coverage under COBRA.

**What COBRA coverage costs**

COBRA participants must pay monthly premiums for coverage.

Premiums are based on the full cost of the Dental Plan option per covered person set at the beginning of the year, plus two percent for administrative costs. Dependents making separate elections are charged the same rate as a single employee.

Payment is due at enrollment, but there is a 45-day grace period from the date you enroll on BenefitsConnection or through the Verizon Benefits Center to make the initial payment. The initial payment includes coverage for the current month, plus any previous month(s).

Ongoing monthly payments are due on the first of each month, but there is a 30-day grace period (for example, June payment is due June 1, but will be accepted if postmarked by June 30).

If you or your dependent elects COBRA continuation coverage:

- You or your dependent can keep the same level of coverage you had as an active employee or choose a lower level of coverage.



- Your or your dependent's coverage is effective as of the date of the qualifying event. However, if you waive COBRA coverage and then revoke the waiver within the 60-day election period, your elected coverage begins on the date you revoke your waiver.
- You or your dependent may change your coverage:
  - During your annual enrollment period.
  - If you have a qualified life event.
  - If you have a change in circumstance recognized by the Internal Revenue Service (IRS) and Verizon.
- You may enroll any newly eligible spouse or child under the Plan rules.

#### **When COBRA coverage ends**

COBRA coverage ends before the maximum continuation period if one of the following occurs:

- You or any of your covered dependents become covered under another dental plan not offered by Verizon, provided the plan does not have a legally valid pre-existing condition exclusion or limitation affecting the qualified beneficiary. If it does, Verizon COBRA coverage for that pre-existing condition continues as long as you pay the premium.
- You or your covered dependent fails to make contributions by the due date as required.
- Verizon stops providing any dental benefits to any employee.

Continuation coverage also may be terminated for any reason the Dental Plan would terminate coverage of a participant or beneficiary not receiving continuation coverage (such as fraud).

#### **If you have questions**

For more information about your rights under the Employee Retirement Income Security Act of 1974 (ERISA), including COBRA, the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other laws affecting group health plans, contact the nearest Regional or District Office of the U.S. Department of Labor's Employee Benefits Security Administration (EBSA) in your area or visit the EBSA website at [dol.gov/ebsa](http://dol.gov/ebsa).

Addresses and telephone numbers of Regional and District EBSA Offices are available through EBSA's website.



## What is not covered

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The Plan does not cover the following dental expenses for you or a covered dependent:

- Services or supplies provided prior to the date coverage becomes effective.
- Cosmetic dental treatment.
- Services or supplies that are provided after the covered person's coverage under the Plan has ended, except as described under the “Continuing coverage if eligibility ends” and “Extended benefits” sections.
- Replacement of teeth removed prior to the date coverage becomes effective.
- Amounts above the reasonable and customary (R&C) charge, the scheduled benefit or a Plan maximum.
- Extra sets of dentures or other appliances.
- Dental work done free of charge.
- Services or supplies for which no charges would have been made if dental coverage had not existed.
- Dental work covered by any armed forces or government benefits
- Services or supplies for a condition covered under Workers’ Compensation laws or for any other occupational condition, ailment, injury or disease occurring on the job for all employees and dependents if:
  - The covered person's employer provides reimbursement for such charges or makes a settlement for such charges
  - The covered person fails to assert his or her rights to receive employer reimbursement

The Plan has the right to recover or place a lien on any benefits paid or payable if Workers’ Compensation provides benefits for the same condition.

- Services or supplies that are not medically necessary
- Charges for missed appointments
- Charges for completion or filing of claim forms
- Educational training programs, dietary instructions or plaque control programs
- Treatment resulting from war, insurrection, participation in a riot or service in the armed forces of any government after the date coverage becomes effective
- Periodontal splinting
- Appliances, restorations and procedures to alter vertical dimension
- Services covered under another Plan maintained by Verizon or an affiliate
- Anesthesia, except general anesthesia that is medically necessary and provided in connection with oral surgery



- Drugs or the administration of drugs
- Procedures determined by the claims administrator to be experimental
- Replacement of a lost or stolen prosthesis
- Hospital charges
- Services rendered by an immediate family member
- Treatment of bruxism due to harmful habits
- Rebasing of dentures



## How to file a claim

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If you want to receive benefits, you or your dentist will need to submit a claim form to the claims administrator.

### Filing a claim

When you incur a dental expense, you should file a claim for benefits as soon as possible and no later than 15 months after the claim is incurred.

You can obtain a claim form from the dental claims administrator (see the “Administrative information” section for contact information). Complete the patient information section and sign the form, authorizing your dentist to release the necessary information to the claims administrator. If you want your dentist to be paid directly, sign the appropriate space on the form; otherwise, the dental claims administrator will reimburse you directly.

Your dentist must fill out the appropriate section of the form when your treatment is completed, and you or your dentist should submit the form to the dental claims administrator at the address indicated on the form. If your dental expenses are for major services (for example, periodontal procedures, crowns or bridges), you or your dentist should submit your X-rays and/or diagnostic materials along with the claim. (See the “How benefits are determined” section)

Your benefits are paid either to you, even if the service was for a dependent, or to the care provider, depending on what you indicated on your claim form. If there is a conflict as to whether you or your dentist should be paid by the Plan, the claims administrator may withhold payment until the conflict has been resolved.

### Coordination of benefits

#### How coordination works

If you or your eligible dependent is covered by more than one dental plan, special rules apply for determining who pays benefits first (the primary plan) and how benefits are determined when another plan pays benefits after the primary plan (the secondary plan). This section describes these rules.

When the Plan is primary, it pays benefits up to the limits described in this SPD.

When the Plan is secondary, the claims administrator subtracts the primary plan’s payment from the allowable expense. The Plan’s secondary payment (if any) will never exceed the amount it would have paid if it were the primary plan. Also, the Plan’s secondary payment (if any) and the primary plan’s payment, added together, never will exceed 100 percent of the applicable allowable expense.

If you have coverage through a prepaid dental plan (such as a Dental Managed Care Organization [DMCO]), coordination will be based on the reasonable cash value of each service provided under the Plan for purposes of determining if the Plan will pay a benefit as the secondary plan.

#### Priority of payment

Under the Plan’s COB provisions, the order of payment is as follows:

- A plan that covers a patient as an active, inactive or former employee pays before a plan that covers the patient as a dependent.



- For a dependent child, Verizon uses the “birthday rule.” This means that if a child is covered by both parents’ group dental coverage, the plan of the parent whose birthday falls first during the calendar year pays benefits first. So, if the mother’s birthday is April 27 and the father’s birthday is October 23, the mother’s plan pays benefits first. The parent’s age has no effect on whose plan pays benefits first. If, however, the plan covering the parent who is not a Plan participant does not use the birthday rule, that plan (not the Verizon Plan) pays benefits first.
- In the case of a divorce or separation, the plan of the parent with court-ordered financial responsibility for the dependent child pays benefits for the child first. If there is no court order establishing financial responsibility or if both parents have joint legal custody, the plan of the parent with physical custody of the child pays first. If the court order provides they have joint physical custody, the birthday rule applies.

**NOTE:**

If both parents elect coverage under a Verizon-sponsored dental plan, their child can be covered under only one parent’s plan.

When the previous rules do not establish an order of benefit determination, the plan that covers the person as an active employee is the primary plan and the plan that covers the person as an inactive or former employee is the secondary plan. If this rule does not establish an order of benefit determination, the plan that has covered the person for the longer period of time is the primary plan and the plan that has covered the person for the shorter period of time is the secondary plan.

A plan that does not have COB is considered the primary plan.

For active associates and covered persons eligible for Medicare, the Plan automatically still is the primary plan.

**Subrogation and third-party reimbursement**

If you recover any charges for covered expenses from a third party (for example, as a result of a lawsuit from an automobile accident), the Plan’s provision for subrogation and reimbursement takes effect. Under these procedures, the claims administrator’s subrogation vendor tries to recover money that has been paid (or should be paid) on behalf of a third party (the other driver, in this example) whose negligence or wrongful actions caused illness or injury to a Plan participant. In this example of a car accident, should the Plan provide benefits because of your accident, the Plan has the right to recover the amount of these benefits from the negligent person or by obtaining a reimbursement from that person’s insurance company—or from you if settlement amounts have been paid to you by the negligent person or his or her insurer.

If you are a covered person under a self-insured plan option, you can contact the subrogation vendor directly with questions. If you are a covered persons under an insured plan option, you can contact the claims administrator with questions. See the “Administrative information” section for contact information.

The subrogation and reimbursement provisions also mean that if you make a liability claim against a third party after you have received benefits from the Plan, you must include the amount of those benefits as part of the damages you claim. If the claim proceeds to a settlement or judgment in your favor, you must reimburse the Plan for the benefits you received. You and your dependents must grant a lien to the Plan and you and your dependents must assign to the Plan any benefits received under any insurance policies or other coverages. As a condition of eligibility for benefits, you and your dependents must agree to cooperate with the claims administrator’s subrogation vendor in carrying out the Plan’s subrogation and reimbursement rights. Cooperation means you must respond promptly and fully with





inquiries from the claims administrator's subrogation vendor and take what action the claims administrator's subrogation vendor requests to help recover the value of benefits provided under the Plan. If you don't, any amounts which could have been recovered through subrogation may be deducted from future Plan payments. In any case, Verizon will require payment from you only for amounts recovered that are net of your legal costs related to the action.

The covered person must sign any documents requested by the Plan to enable the Plan to exercise its rights under this provision.

The Plan is not responsible for your legal costs.

**Right of recovery**

If, for any reason, the plan pays a benefit that is larger than the amount allowed, the claims administrator has a right to recover the excess amount from the person or agency who received it. The person receiving benefits must produce any instruments or papers necessary to ensure this right of recovery.



## Additional information

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### Claims and appeals procedures

The authority and discretion to designate each of the claims and appeals administrators is granted to the Verizon Employee Benefits Committee (VEBC) and the Verizon Claims Review Committee (VCRC), and to the individuals who chair each of these committees. At the time of publication of this SPD, there are several claims and appeals administrators for the plan. The VEBC or the VCRC may change these designations at any time.

There are two types of claims: **eligibility** claims and **benefit** claims. See below for more information.

### Claims regarding eligibility to participate in the plan

At this time, for eligibility-related claims, the claims and appeals administrator is the VCRC.

Eligibility claims should be directed to the Verizon Claims Review Unit at:

Verizon Claims Review Unit  
P.O. Box 8998  
Norfolk, VA 23501-8998

Eligibility appeals should be directed to the Verizon Claims Review Committee c/o the Verizon Claims Review Unit at:

Verizon Claims Review Committee  
c/o Verizon Claims Review Unit  
P.O. Box 8998  
Norfolk, VA 23501-8998

The Verizon Benefits Center works under the direction of the VCRC, which has discretionary authority to determine claims and appeals related to eligibility and enrollment in the plan.

### Claims regarding scope/amount of benefits under the plan

At this time, for benefit-related claims, the VCRC has delegated its authority to finally determine claims to Metropolitan Life Insurance Company (MetLife) and United Concordia, which have discretionary authority to decide claims and appeals for your Dental Plan benefits.

The addresses of the claims and appeals administrators for the Dental Plan are listed in the “Administrative information” section. If you have a claim or appeal, you should contact the appropriate claims and appeals administrator for the type of claim or appeal you have.

The claims and appeals administrators have discretionary authority to:

- Interpret the Plan based on its provisions and applicable law and make factual determinations about claims arising under the Plan.
- Determine whether a claimant is eligible for benefits.
- Decide the amount, form and timing of benefits.
- Resolve any other matter under the Plan that is raised by a participant or a beneficiary, or that is identified by either the claims or appeals administrator.



The claims and appeals administrators have sole discretionary authority to decide claims under the Plan and review and resolve any appeal of a denied claim. In case of an appeal, the claims and appeals administrators' decisions are final and binding on all parties to the full extent permitted under applicable law, unless the participant or a beneficiary later proves that a claims or appeals administrator's decision was an abuse of administrator discretion.

**If a benefit is denied**

Disagreements about benefit eligibility or benefit amounts can arise. If the Verizon Benefits Center is unable to resolve the disagreement, Verizon has formal appeal procedures in place for the Dental Plan.

The following information applies to the Dental Plan options. The steps that you or your authorized representative is required to take to file a Dental Plan claim or appeal are outlined in the following chart. The steps vary slightly depending on the type of claim involved.

First, you must determine what type of claim you have:

- **Post-service.** A claim for reimbursement of dental services already received. This is the most common type of claim.
- **Pre-service.** A claim for a benefit for which coverage review is required by the Dental Plan.
- **Concurrent care** . A claim for ongoing treatment over a period of time or a number of additional treatments that have been approved.
- **Urgent care.** A claim for dental care or treatment that, if the longer time frames for nonurgent care were applied, the delay: (1) could seriously jeopardize the health of the claimant or his or her ability to regain maximum function; or (2) in the opinion of a physician with knowledge of the claimant's medical condition, would subject the claimant to severe pain that could not be managed without the care or treatment that is the subject of the claim.

Second, you must determine whether you have an "eligibility" claim or a "benefit" claim.

An eligibility claim is a claim to participate in a plan or option or to change an election to participate during the year. A benefit claim is a claim for a particular benefit under a plan. It will typically include your initial request for benefits. An example of a benefits claim is a claim to receive coverage for a particular type of dental care, such as coverage for braces.

The following chart applies to **dental** claims. Benefit claims and appeals are divided into the four categories of claims described above.

	Special rules			
General procedures	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim

**Step 1**

**How to file a claim**

To file an **eligibility** claim, request a Claim Initiation Form from the Verizon Benefits Center at 855.4vz.bens (855.489.2367). You (or your authorized representative) must return the form to the Verizon Claims Review Unit at the address on the form.



Special rules				
General procedures	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim
<p>To file a <b>benefit</b> claim, you (or your authorized representative) should write to your Dental Plan option claims and appeals administrator (referred to as the “claims administrator”). To obtain contact information for your plan, you should refer to the telephone number and/or website shown on the back of your ID card or refer to the “Claims and appeals administrators” section for claims administrator contact information.</p> <p>You must include:</p> <ul style="list-style-type: none"> <li>• A description of the benefits for which you’re applying,</li> <li>• The reason(s) for the request, and</li> <li>• Relevant documentation.</li> </ul> <p>To file an urgent care claim, you should call the Verizon Benefits Center at 855.4vz.bens(855.489.2367) or your Dental Plan option claims and appeals administrator (referred to as the “claims administrator”). In addition, you must state that you’re filing an urgent care claim.</p>				
<p><b>What happens if you don’t follow procedure</b> If you misdirect your claim, but provide sufficient information to an individual who is responsible for Verizon benefits administration, you will be notified of the proper procedure within <b>(see columns to the right)</b> of receipt of the claim.</p>	<p>Not applicable. Response time frame does not begin until claim is properly filed.</p>	<p>5 days</p>	<p>Not applicable. Response time frame does not begin until the claim is properly filed. If the claim involves urgent care, 24 hours.</p>	<p>24 hours</p>
<p><b>When you will be notified of the claim decision</b> You will be notified of the decision within <b>(see columns to the right)</b> of the Verizon Benefits Center’s receipt of your Claim Initiation Form or the claims administrator’s receipt of your claim.</p>	<p>30 days This period may be extended for 15 days. You will be notified within the initial 30-day period.</p>	<p>15 days This period may be extended for an additional 15 days. You will be notified within the initial 15-day period.</p>	<p>A time period sufficiently in advance of the reduction or termination of coverage to allow you to appeal and obtain a response to that appeal before your coverage is reduced or terminated For concurrent care that is urgent, within 24 hours (provided that</p>	<p>72 hours</p>



Special rules				
General procedures	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim
			you submitted a claim at least 24 hours in advance of the reduction or termination of coverage); otherwise, within 72 hours	
<p><b>Failure to provide sufficient information procedure</b>            If you fail to provide sufficient information, the claim may be decided based on the information provided. If the Verizon Claims Unit or claims administrator decides to request additional information before deciding the claim, you will be notified within <b>(see columns to the right)</b> that additional information is needed.</p>	30 days	15 days	Decision will be based on information provided, unless the concurrent care claim involves urgent care; see urgent care time frame	24 hours
<p>If the claims administrator does not deny the claim based on lack of sufficient information, you will have <b>(see columns to the right)</b> from receipt of the notice to provide the additional information. Otherwise, the claim will be decided based on information originally provided.</p>	45 days	45 days		48 hours
<p>If you provide additional information, you will be notified of the decision by the Verizon Claims Review Unit or the claims administrator within <b>(see columns to the right)</b></p>	The time period <b>remaining</b> for the initial claim	The time period <b>remaining</b> for the initial claim		48 hours
<p><b>How you will be notified of the claim decision</b>            If your claim is approved, the Verizon Claims Review Unit or claims administrator generally will notify you in writing. For benefit claims, if this notification is provided in writing, it is commonly referred to as an explanation of benefits or EOB.</p> <p>If your claim is <b>denied (adverse benefit determination)</b>, in whole or in part, the Claims Review Unit or the claims administrator will notify you in writing, except for urgent care. Your denial notice will contain:</p>				



Special rules				
General procedures	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim

- The specific reason(s) for the denial,
- The plan provisions on which the denial was based,
- Any additional material or information you may need to submit to complete the claim,
- Any internal procedures or clinical information on which the denial was based, and
- The Plan’s appeal procedures.

If your urgent care claim is denied, the claims administrator will notify you via telephone. Within 3 days of this oral denial, you will receive a written denial notice, as explained under the general procedure. The denial notice also will explain the expedited review process.

## Step 2

### About appeals and the claims fiduciary

Before you can bring **any** action at law or at equity to recover Plan benefits, you **must** exhaust this process. Specifically, you must file an appeal or appeals, as explained in this Step 2, and the appeal(s) must be finally decided by the claims fiduciary.

The VCRC is the claims fiduciary for all eligibility claims. The VCRC has delegated its authority to finally determine claims to the health plans, including the Dental Plan options, for benefit claims to the Dental Plan option claims administrators. The Dental Plan options have accepted the responsibility of being the claims fiduciary.

The claims fiduciary is authorized to finally determine appeals and interpret the terms of the Plan in its sole discretion. All decisions by the claims fiduciary are final and binding on all parties.

How to file an appeal	180 days	180 days	180 days	180 days
<p>If your claim is denied and you want to appeal it, you must file your appeal within <b>(see columns to the right)</b> from the date you receive notice of your denied claim. You may request access to all documents relating to your appeal. If you have an appeal for <b>eligibility</b> (i.e., you wrote to the Verizon Claims Review Unit at Step 1), write to the address specified on your claim denial notice.</p> <p>If you have an appeal for <b>benefits</b> (i.e., you wrote to your claims administrator as explained at Step 1), write to the contact identified by your claims administrator in your claim denial notice.</p>				<p>You may orally file your appeal with the Verizon Claims Review Unit or the contact identified by your claims administrator. At the time your claim is denied, the Verizon Claims Review Unit or your claims administrator will give you instructions</p>



Special rules				
General procedures	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim
<p>You should include:</p> <ul style="list-style-type: none"> <li>• A copy of your claim denial notice,</li> <li>• The reason(s) for the appeal, and</li> <li>• Relevant documentation.</li> </ul> <p>The individual/committee (and any medical expert) reviewing your appeal will be independent from the individual/committee who reviewed your claim. In addition, if your appeal involves a medical judgment, the VCRC or the claims administrator will consult with a health care professional who has appropriate relevant experience.</p>				<p>about how to file your appeal. You must identify that you are appealing an urgent care claim.</p>
<p>Upon request:</p> <ul style="list-style-type: none"> <li>• You are entitled to learn the identity of such an expert.</li> <li>• You are entitled to copies of any health care professional's report.</li> <li>• You will be provided with any documents used by the Plan to come to the determination of your case.</li> </ul>				
<p><b>When you will be notified of the appeal decision</b> You will be notified of the decision within <b>(see columns to the right)</b> of the VCRC's or the claims administrator's receipt of your appeal</p>	<p><b>Eligibility appeals:</b> 60 days <b>Benefit appeals:</b> <sup>1</sup></p> <ul style="list-style-type: none"> <li>• 60 days, if the claims administrator provides 1 level of mandatory appeal</li> <li>• 30 days, if the claims administrator provides 2 levels of</li> </ul>	<p><b>Eligibility appeals:</b> 30 days <b>Benefit appeals:</b> <sup>1</sup></p> <ul style="list-style-type: none"> <li>• 30 days, if the claims administrator provides 1 level of mandatory appeal</li> <li>• 15 days, if the claims administrator provides 2</li> </ul>	<p><b>Eligibility and benefit appeals:</b></p> <ul style="list-style-type: none"> <li>• Before a reduction or termination of benefits would occur</li> <li>• If the concurrent claim involves urgent care, 72 hours</li> </ul>	<p><b>Eligibility and benefit appeals:</b> 72 hours</p>



Special rules				
General procedures	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim
	mandatory appeal	levels of mandatory appeal		

**How you will be notified of the appeal decision**

If your appeal is approved, the Claims Review Committee or the claims administrator will notify you in writing.

If your appeal is **denied**, in whole or in part, the Claims Review Committee or the claims administrator will notify you in writing. Your denial notice will contain:

- The specific reason(s) for the denial,
- A statement regarding the documents to which you are entitled,
- An explanation of the voluntary appeal procedures, if any,
- Any internal procedures or clinical information on which the denial was based,
- The Plan provisions on which the denial was based, and
- The following statement: “You and your Plan may have other voluntary alternative dispute resolution options, such as mediation. One way to find out what may be available is to contact your local U.S. Department of Labor Office and your State insurance regulatory agency.”

**Step 3**

**How to proceed if necessary**

If you had an **eligibility** appeal that was denied by the VCRC, Verizon will not review your matter again, unless new facts are presented. You have a right to bring a civil action.

If you had a **benefit** appeal that was denied by a Dental Plan option claims and appeals administrator that offers 1 mandatory level of appeal, the claims administrator will not review your matter again, unless new facts are presented. You have a right to bring a civil action.

If you had a **benefit** appeal that was denied by a claims administrator that offers 2 mandatory levels of appeal, you may appeal to the Dental Plan option a second time. You must submit your second appeal within 180 days from the date that you received the denial of your first appeal. In addition, your claims administrator will provide you with an independent medical review, upon request, in conjunction with this second and final appeal.

The following provision applies if the Dental Plan option provides 2 levels of mandatory appeal:

When you will be notified of the second and final appeal decision	30 days	15 days	Time period remaining from your first appeal. Of course, the clock stops while you are	Time period remaining from your first appeal. Of course, the clock stops while you are
You will receive a response within (see <b>columns to the right</b> ) of the claims administrator’s receipt of your second and final appeal. If this appeal is				





Special rules				
General procedures	Post-service claim	Pre-service claim	Concurrent care claim	Urgent care claim
denied, the claims administrator will not review your matter again, unless new facts are presented. You have a right to bring a civil action.			preparing your second appeal.	preparing your second appeal.

**Your rights under ERISA**

As a participant in the Plan, you are entitled to certain rights and protections under the Employee Retirement Income Security Act of 1974 (ERISA) and its subsequent amendments. ERISA provides that all Plan participants shall be entitled to the following:

**Receive information about your plan and benefits**

- Examine, without charge at the Plan administrator's office and at other specified locations, such as worksites and union halls, all documents governing the plan, including insurance contracts and collective bargaining agreements, and a copy of the latest annual report (Form 5500 Series) filed by the Plan with the U.S. Department of Labor and available at the Public Disclosure Room of the Employee Benefits Security Administration.
- Obtain, upon written request to the Plan administrator, copies of documents governing the operation of the Plan, including insurance contracts and collective bargaining agreements, and copies of the latest annual report (Form 5500 Series) and updated summary plan description (SPD). The Plan administrator may make a reasonable charge for the copies.
- Receive a summary of the Plan's annual financial report. The Plan administrator is required by law to furnish you with a copy of this summary annual report.

**Continue group health plan coverage**

- Continue health care coverage for yourself, your spouse or your dependents if there is a loss of coverage under the Plan as a result of a qualifying event. You or your dependents may have to pay for such coverage. Review your SPD and the documents governing the Plan on your COBRA continuation coverage rights.

**Prudent actions by plan fiduciaries**

In addition to creating rights for plan participants, ERISA imposes duties upon the persons who are responsible for the operation of the employee benefit plan. The people who operate your plan, called

<sup>1</sup> If your claims administrator provides more than one level of appeal, the response time frame is shorter, as noted above. A few Verizon health plans offer a voluntary level of appeal. You are not required to file this voluntary appeal before filing a civil action; however, you may find it helpful. The health plan will provide you with information regarding its voluntary appeal, if it applies. A voluntary appeal is not subject to the same time frames as mandatory appeals.

<sup>2</sup> If your Dental Plan option provides two mandatory appeals, both appeals must occur within the 72-hour time frame .



“fiduciaries” of the plan, have a duty to do so prudently and in the interest of you and other plan participants and beneficiaries.

No one, including your employer, your union or any other person, may fire you or otherwise discriminate against you in any way to prevent you from obtaining a benefit or exercising your rights under ERISA.

### **Enforce your rights**

If your claim for a benefit is denied or ignored in whole or in part, you have the right to know why this was done, to obtain copies of documents relating to the decision without charge and to appeal any denial, all within certain time schedules.

Under ERISA, there are steps you can take to enforce the above rights.

For instance, if you request a copy of Plan documents or the latest annual report from the Plan and do not receive them within 30 days, you may file suit in a federal court. In such a case, the court may require the plan administrator to provide the materials and pay you up to \$110 a day until you receive the materials, unless the materials were not sent because of reasons beyond the control of the plan administrator.

If you have a claim for benefits that is denied or ignored, in whole or in part, you may file suit in a state or federal court. In addition, if you disagree with the plan’s decision or lack thereof concerning the status of a medical child support order, you may file suit in federal court.

If it should happen that plan fiduciaries misuse the Plan’s money or if you are discriminated against for asserting your rights, you may seek assistance from the U.S. Department of Labor or you may file suit in a federal court. The court will decide who should pay court costs and legal fees. If you are successful, the court may order the person you have sued to pay these costs and fees. If you lose, the court may order you to pay these costs and fees (for example, if it finds your claim to be frivolous).

### **Assistance with your questions**

If you have any questions about your Plan, you should contact the plan administrator. If you have any questions about this statement or about your rights under ERISA, or if you need assistance in obtaining documents from the plan administrator, you should contact the nearest office of the Employee Benefits Security Administration, U.S. Department of Labor, listed in your telephone directory; or write to:

Division of Technical Assistance and Inquiries  
Employee Benefits Security Administration  
U.S. Department of Labor  
200 Constitution Avenue, N.W.  
Washington, D.C. 20210

You also may obtain certain publications about your rights and responsibilities under ERISA by calling the publication hotline of the Employee Benefits Security Administration.

### **HIPAA privacy rights**

The information provided in the notice that follows is required under the Health Insurance Portability and Accountability Act (HIPAA).



## HIPAA privacy notice

### NOTICE OF PRIVACY PRACTICES FOR THE VERIZON COMMUNICATIONS INC. HEALTH PLANS

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW THIS NOTICE CAREFULLY.**

#### **I. Background information and effective date**

The United States Department of Health and Human Services published a final regulation under the Health Insurance Portability/Accountability Act addressing the privacy of Protected Health Information (as defined in section II below) in August of 2002 (the "Privacy Rule"). As a result, the Verizon Communications Inc. ("Verizon") health plans listed in section II below are in compliance, and have been in compliance, with the Privacy Rule, effective April 14, 2003 (the "Effective Date"). This Notice, which is required by the Privacy Rule, is effective on the Effective Date.

#### **II. Plans on behalf of which this Notice is being provided**

For purposes of this Notice and this SPD, the term "Verizon Health Plans" has special meaning. This Notice applies to the following Verizon plans, which collectively are referred to in this Notice as the "Verizon Health Plans":

- Verizon Dental Expense Plan for New York and New England Associates (EIN: 23-2259884, PIN: 505)

In addition, in the event you are covered by an insured health plan, your insurer will be providing you with a separate notice that describes the insurer's use and disclosure of your Protected Health Information.

#### **III. Health Information to Which This Notice Applies**

This Notice applies to "Protected Health Information," which is defined as any written, oral, or electronic health information that meets the following three requirements:

- The information is created or received by a health care provider, a Verizon Health Plan, or Verizon.
- The information includes specific identifiers that identify you or could be used to identify you.
- The information relates to one of the following:
  - Providing health care to you;
  - Your past, present, or future physical or mental condition; or
  - The past, present, or future payment for your health care.

This includes any of the following documentation, if the documentation reveals your identity and your health status or payment issues: medical records (such as hospital charts or doctor's notes); medical bills (such as bills for hospital or doctor's services); claims data (such as data on claims payments made by one of the Verizon Health Plans on your behalf); and insurance payment information (such as an Explanation of Benefits).

#### **IV. Uses and Disclosures of Protected Health Information by the Verizon Health Plans**

The Verizon Health Plans may use or disclose your Protected Health Information for purposes of making or obtaining payment for your health care, for purposes of conducting health care operations, or for certain other specified purposes. The Verizon Health Plans are part of an organized health



care arrangement under the Privacy Rule. As applicable, the Verizon Health Plans participating in the organized health care arrangement will share Protected Health Information with each other, as necessary to carry out payment or health care operations relating to the organized health care arrangement. The Verizon Health Plans have established a policy to guard against unnecessary uses and disclosures of your Protected Health Information.

The purposes for which your Protected Health Information may be used and disclosed by the Verizon Health Plans may be summarized as follows:

**A. To Make or Obtain Payment for Health Care**

The Verizon Health Plans may use or disclose your Protected Health Information to make payment for, or to obtain or facilitate payment of, your health care claims. Payment for health care includes such activities as: making eligibility or coverage determinations; claims management or adjudication; claims appeals determinations; coordination of benefits with another health plan; determination of cost sharing amounts; medical necessity determinations; concurrent or retrospective review of services; utilization review of services; pre-certification or pre-authorization of services; subrogation of claims; billing; risk adjusting based on enrollee health status and demographics; disclosure to consumer reporting agencies; obtaining payment under a contract of reinsurance; and collection activities.

For example, a Verizon Health Plan may provide Protected Health Information regarding your coverage or treatment to other health plans to coordinate the payment of benefits between or among the other plans and the Verizon Health Plan.

**B. To Conduct Health Care Operations**

The Verizon Health Plans may use or disclose your Protected Health Information to facilitate the administration and operation of the Verizon Health Plans. Health care operations include such activities as: case management and care coordination; conducting or arranging for medical review, auditing, or legal services; population-based activities to improve health or reduce health care costs; contacting health care providers or patients with information regarding treatment alternatives, and related functions that do not include treatment; clinical guideline and protocol development; reviewing the competence or qualifications of health care professionals and evaluating health plan performance; underwriting and premium rating; fraud and abuse detection and compliance programs; activities relating to the creation, renewal, or replacement of a health care contract; business planning and development, including cost-management activities; and business management and administrative activities, including merger and acquisition activities.

**NOTE:** The Verizon Health Plans (excluding long-term care plans) do not use or disclose Protected Health Information that is genetic information for underwriting purposes. Underwriting purposes means: (1) rules for, or determination of, eligibility (including enrollment and continued eligibility) for, or determination of, benefits under the Plan (including changes in deductibles or other cost sharing mechanisms in return for activities such as completing a health risk assessment or participating in a wellness program); (2) the computation of premium or contribution amounts under the Plan (including discounts, rebates, payments in kind, or other premium differential mechanisms in return for activities such as completing a health risk assessment or participating in a wellness program); (3) the application of any pre-existing condition exclusion under the Plan, coverage, or policy; and (4) other activities related to the creation, renewal, or replacement of a contract of health insurance or health benefits. However, underwriting purposes does not include determinations of medical appropriateness where an individual seeks a benefit under the Verizon Health Plans.



For example, a Verizon Health Plan may use Protected Health Information regarding your coverage or treatment for case management to help ensure that appropriate treatment is being provided for your condition.

**C. *Disclosure to the Verizon Health Plans' Business Associates***

A Business Associate is a person or entity (such as a third-party administrator) that provides certain services to or on behalf of the Verizon Health Plans, and such services involve the receipt, creation, use, maintenance, transmission, and disclosure of Protected Health Information. The Verizon Health Plans may disclose Protected Health Information to a Business Associate, for such Business Associate's use or disclosure permitted or required by the Business Associate contract or as required by law.

**D. *To Assist Verizon as Plan Sponsor***

The Verizon Health Plans may disclose your Protected Health Information to Verizon, as sponsor of the Verizon Health Plans, to assist Verizon in the performance of plan administrative functions. The Verizon Health Plans also may provide summary health information to Verizon, as plan sponsor, so that Verizon may obtain premium bids or modify, amend, or terminate the Verizon Health Plans. Summary health information does not directly identify you, but summarizes claims history, claims expenses, or types of claims experienced. Finally, the Verizon Health Plans may disclose your enrollment and disenrollment information and whether you are participating in the Plans to Verizon as plan sponsor.

**E. *When Legally Required***

The Verizon Health Plans may use or disclose your Protected Health Information when required to do so by any federal, state, or local law.

**F. *In Connection With Judicial and Administrative Proceedings***

The Verizon Health Plans may disclose your Protected Health Information in the course of any judicial or administrative proceeding in response to an order of a court or administrative tribunal as expressly authorized by the order. The Verizon Health Plans also may disclose your Protected Health Information in the course of any judicial or administrative proceeding in response to a subpoena, discovery request, or other lawful process, but only when the Verizon Health Plan involved receives satisfactory assurance from the party seeking the Protected Health Information that that party made reasonable efforts to either notify you about the request or to obtain an order protecting your Protected Health Information.

**G. *For Law Enforcement Purposes***

The Verizon Health Plans may disclose your Protected Health Information to a law enforcement official for certain law enforcement purposes. For example, the Verizon Health Plans may disclose your Protected Health Information pursuant to a law requiring the reporting of certain types of wounds or other physical injuries, or may disclose your Protected Health Information to assist the law enforcement official with identifying or locating certain individuals.

**H. *For Health Oversight Activities***

The Verizon Health Plans may disclose your Protected Health Information to a health oversight agency for health oversight activities authorized by law, including: audits; civil, administrative, or criminal investigations; inspections; licensure or disciplinary actions; civil, administrative, or criminal proceedings or actions; or other activities necessary for appropriate oversight of the health care system, certain government benefit programs, certain entities subject to government regulatory programs, or certain entities subject to civil rights laws. The Verizon Health Plans may not disclose your Protected Health Information if you are the subject of an investigation and the investigation does not arise out of and is not directly related to your receipt of health care or public benefits.



***I. In the Event of a Serious Threat to Health or Safety***

Under certain circumstances, the Verizon Health Plans may, consistent with applicable law and standards of ethical conduct, use or disclose your Protected Health Information if the Verizon Health Plans, in good faith, believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or to the health or safety of the public.

***J. For Specified Government Functions***

Under certain circumstances, the Verizon Health Plans may use or disclose your Protected Health Information to facilitate specified government functions related to: the military and veterans; national security and intelligence activities; the provision of protective services for the President of the United States and other authorized persons; or correctional institutions and inmates.

***K. For Public Health Activities***

The Verizon Health Plans may use or disclose your Protected Health Information for public health activities, such as to assist public health authorities or other legal authorities to prevent or control disease, injury, or disability, or for other public health activities as specified in the Privacy Rule.

***L. For Disaster Relief Purposes***

Under certain circumstances, the Verizon Health Plans may use or disclose your Protected Health Information to a public or private entity authorized by law or by its charter to assist in disaster relief efforts, as permitted by the Privacy Rule.

***M. In Connection with Decedents***

The Verizon Health Plans may disclose your Protected Health Information to funeral directors, coroners, or medical examiners to enable them to carry out their lawful duties.

***N. For Workers' Compensation Purposes***

The Verizon Health Plans may disclose your Protected Health Information when authorized by and to the extent necessary to comply with laws related to Workers' Compensation or similar programs established by law that provide benefits for work-related injuries or illnesses without regard to fault.

***O. For Involvement In, and Notification Of, Your Care***

The Verizon Health Plans may use or disclose to your family member, other relative, close personal friend, or other person you identify, Protected Health Information directly relevant to such person's involvement in your health care or payment related to your care. The Verizon Health Plans may use or disclose your Protected Health Information to notify a family member, your personal representative, or another person responsible for your care, about your location, condition, or death. In these situations, when you are present and not incapacitated, the Verizon Health Plans will either: (1) obtain your agreement; (2) provide you with an opportunity to disagree to the use or disclosure; or (3) using reasonable judgment, infer from the circumstances that you do not object to the disclosure. If you are not present, or you cannot agree or disagree to the use or disclosure due to incapacity or emergency circumstances, the Verizon Health Plans may use professional judgment to determine that the disclosure is in your best interests and disclose Protected Health Information relevant to such person's involvement in your care, payment related to your health care, or notification purposes. If you are deceased, the Verizon Health Plans may disclose to such persons involved in your care or payment for your health care prior to your death, the Protected Health Information that is relevant to the person's involvement, unless you have previously instructed otherwise to the Verizon Health Plans.

***P. To Assist Victims of Abuse, Neglect, or Domestic Violence***



The Verizon Health Plans may, under certain circumstances, disclose Protected Health Information about individuals who are reasonably believed to be a victim of abuse, neglect, or domestic violence to a government authority, including a social service or protective services agency, authorized by law to receive such reports.

**Q. For Cadaveric Organ, Eye, or Tissue Donation**

The Verizon Health Plans may use or disclose Protected Health Information to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of cadaveric organs, eyes, or tissue for the purpose of facilitating organ, eye, or tissue donation and transplantation.

**R. For Certain Government-Approved Research Activities**

The Verizon Health Plans may use or disclose Protected Health Information about you for research as provided under the Privacy Rule.

**S. To Other Covered Entities**

The Verizon Health Plans may disclose Protected Health Information to health care providers to assist them in connection with their treatment or payment activities. In addition, the Verizon Health Plans may disclose Protected Health Information to other entities subject to the Privacy Rule to assist them with their payment activities or certain of their health care operations. For example, the Verizon Health Plans might disclose your Protected Health Information to a health care provider when needed by the provider to render treatment to you.

**T. With an Authorization**

Other than as stated or described above or required by law, the Verizon Health Plans will not use or disclose your Protected Health Information without your written authorization. Your written authorization is also required for:

- Most uses or disclosures of psychotherapy notes (where appropriate).
- Uses or disclosures of your Protected Health Information for marketing purposes. Marketing does not include communications, involving no financial remuneration, for certain treatment or health care operations purposes, such as communications about entities that participate in a health plan network, health plan enhancements or replacements, case management or care coordination, or contacting individuals about treatment alternatives.
- Disclosures of Protected Health Information that are considered a sale of Protected Health Information under the Privacy Rule.

If you authorize a Verizon Health Plan to use or disclose your Protected Health Information, you may revoke that authorization in writing at any time. To revoke your authorization, please direct your written request to the appropriate privacy contact identified in paragraph IX below. If you revoke the authorization, the Verizon Health Plan will no longer use or disclose your Protected Health Information for the reasons covered by your written authorization. Your revocation will not affect any uses or disclosures a Verizon Health Plan has already made prior to the date the Verizon Health Plan receives notice of the revocation.

The privacy laws of a particular state or other federal laws might impose a stricter or more stringent privacy standard. If these stricter or more stringent laws apply and are not superseded by federal preemption, the Verizon Health Plans will comply with the stricter law.

**V. Your Rights Regarding Your Protected Health Information**

You have the following rights regarding the Protected Health Information retained by a Verizon Health Plan:

**A. Right to Request Restrictions**

You have the right to request that a Verizon Health Plan restrict:



- Uses and disclosures of your Protected Health Information to carry out payment or health care operations.
- Certain uses and disclosures for disaster relief and other notification purposes and for involvement in your health care and payment for your care.

If you make a request to a Verizon Health Plan for a restriction as described above, the Verizon Health Plan is not required to agree to such a restriction.

If you wish to make a request for a restriction, please make a request in writing to the privacy contact identified in paragraph IX below. Your request should include the following: (1) what uses and/or disclosures you want to limit; and (2) to whom you want the restriction to apply (for example, disclosures to your spouse).

**B. Right to Receive Confidential Communications**

You have the right to request that a Verizon Health Plan communicate with you in a certain way if you feel that the disclosure of your Protected Health Information could endanger you. For example, you may ask that a Verizon Health Plan only communicate with you at a certain telephone number. If you wish to receive confidential communications, please make your request in writing to the privacy contact identified in paragraph IX below. Your request must be reasonable and should include the following: (1) an alternative address or other means of contacting you; (2) a statement that the disclosure of all or part of the Protected Health Information to which the request pertains could endanger you; and (3) information on how payment, if any, will be handled. The Verizon Health Plan(s) will attempt to accommodate these requests for confidential communications.

**C. Right to Inspect and Copy**

In general, you have the right to inspect and obtain a copy of your Protected Health Information in a designated record set, for as long as the Protected Health Information is maintained in that designated record set. However, you do not have a right to inspect and obtain a copy of psychotherapy notes and information that is compiled in reasonable anticipation of, or for use in, a civil, criminal, or administrative action or proceeding.

If your Protected Health Information is maintained in one or more designated record sets electronically and if you request an electronic copy of your Protected Health Information, the Verizon Health Plans will provide access in the electronic form and format you requested, if it is readily producible in that form and format; if it is not readily producible, access will be provided in a readable electronic form and format that is mutually agreed upon. You may request that a Verizon Health Plan provide a copy of your Protected Health Information to another person that you designate. Your request must be in writing, be signed by you, and clearly identify the designated person and where to send the copy of the information.

A request to inspect or obtain a copy of your Protected Health Information must be made in writing to the privacy contact identified in paragraph IX below and must include: (1) the desired form or format of access; (2) a description of the Protected Health Information to which the request applies; and (3) appropriate contact information. If you request a copy of your Protected Health Information, you may be charged a reasonable cost-based fee for labor for copying the Protected Health Information requested (paper or electronic form), mailing, supplies for creating the paper copy or electronic media if you request that the electronic copy be provided on portable media, and (as agreed upon) preparing an explanation or summary of the Protected Health Information.

Under very limited circumstances, your request to inspect or obtain a copy of your Protected Health Information may be denied. In most cases, if your request is denied, you may request





a review of the denial; a description of how you may exercise such review rights and how you may file a complaint will be included in the written denial.

**D. Right to Amend**

If you believe that Protected Health Information a Verizon Health Plan has about you is inaccurate or incomplete, you may ask that Verizon Health Plan to amend that Protected Health Information or record about you in a designated record set, for as long as your Protected Health Information is maintained in the designated record set.

A request to amend your Protected Health Information must be made in writing to the privacy contact identified in paragraph IX below. The request to amend must include the name of the Verizon Health Plan(s) to which the request applies, a description of the amendment requested, and a reason to support the request.

Your request for an amendment may be denied if you request an amendment of Protected Health Information that the Verizon Health Plan determines: (1) was not created by the Verizon Health Plan, unless the originator of the Protected Health Information is no longer available to make the amendment; (2) is not part of the Verizon Health Plan's records or designated record set; (3) is not Protected Health Information that you would be permitted to inspect or copy; or (4) is accurate and complete.

If your request for an amendment is denied, you will be provided with a written denial that explains the basis for the denial and how to submit a written statement of disagreement, and that describes how you may file a complaint.

**E. Right to an Accounting of Disclosures**

You have a right to request a list of the disclosures made by a Verizon Health Plan of your Protected Health Information. The list will not include the following types of disclosures: (1) disclosures to you of your own Protected Health Information; (2) disclosures for purposes of payment and health care operations; (3) disclosures you authorize; (4) disclosures to persons involved in your care or for disaster relief or other notification purposes; (5) disclosures for national security, intelligence, law enforcement purposes, or to correctional institutions; (6) disclosures that are part of a limited data set, as defined in the Privacy Rule; or (7) disclosures that are incident to a use or disclosure otherwise permitted or required by the Privacy Rule.

A request for an accounting must be made in writing to the privacy contact identified in paragraph IX below. The request must specify the name of the Verizon Health Plan(s) to which the request applies, as well as the time period for which you are requesting the accounting. The time period for which you request an accounting may not start earlier than the April 14, 2003 Effective Date of the Privacy Rule and may not be for a period of time going back more than six years. The first accounting you request within a 12-month period will be free of charge. For additional accountings within that same 12-month period, you may be charged a reasonable fee for the costs of providing the accounting. You will be notified in advance of the cost involved, and you may choose to withdraw or modify your request at that time before any costs are incurred.

**F. Right to Receive a Paper Copy of This Notice**

You have the right to request and receive a paper copy of this Notice at any time, even if you received this Notice previously or agreed to receive this Notice electronically. To obtain a paper copy of this Notice, please contact the Verizon Benefits Center at 855.4vz.bens (855.489.2367).

**G. Disclosure of Protected Health Information to a Personal Representative**

You may also request that the Verizon Health Plans disclose your Protected Health Information to your personal representative. A personal representative is an individual you designate to act on your behalf and make decisions about your health care. If you want a Verizon Health



Plan to disclose your Protected Health Information to your personal representative, submit a written statement giving the Plan permission to release your Protected Health Information to your personal representative and documentation that this individual qualifies as your personal representative under state law, such as a power of attorney. Submit this request in writing to the appropriate privacy contact identified in paragraph IX below. A Verizon Health Plan will make sure this individual has the authority and can act on your behalf before making any disclosures to the personal representative. A Verizon Health Plan may elect not to treat a person as your personal representative if: (1) the Plan reasonably believes that you have been or may be subject to domestic violence, abuse, or neglect by such person, or that treating such person as your personal representative could endanger you; or (2) the Plan, using professional judgment, decides that it is not in your best interest to treat the person as your personal representative.

## **VI. Other Obligations of the Verizon Health Plans**

In addition to the other obligations set forth in this Notice, the Verizon Health Plans are required to:

- Maintain the privacy and security of your Protected Health Information in a manner consistent with the Privacy Rule.
- Provide you with this Notice of their legal duties and privacy practices with respect to your Protected Health Information.
- Abide by the terms of this Notice currently in effect.

When and as required, the Verizon Health Plans will notify you in the event of an impermissible acquisition, access, use, or disclosure of your Protected Health Information under the Privacy Rule that compromises the security or privacy of such Protected Health Information.

## **VII. Changes to This Notice**

The Verizon Health Plans reserve the right to change this Notice and to make the revised or changed Notice effective for all Protected Health Information the Verizon Health Plans already have about you, as well as for any such information received in the future. If the Verizon Health Plans change any of their privacy policies and procedures, the Verizon Health Plans will revise the Notice as appropriate and will provide a copy of the revised Notice as required by the Privacy Rule. The Verizon Health Plans will post a copy of the current Notice on BenefitsConnection at [verizon.com/benefitsconnection](http://verizon.com/benefitsconnection). You may view the Notice on the website and/or print a paper copy from the website. You may also obtain a paper copy of this Notice from the Verizon Benefits Center at 855.4vz.bens (855.489.2367).

## **VIII. Complaints**

If you believe that your privacy rights have been violated, you may file a complaint with the privacy officer for the Verizon Health Plans in care of the Verizon HIPAA Unit identified in paragraph IX below or with the United States Department of Health and Human Services Office for Civil Rights (OCR). You may file a complaint with OCR electronically via the OCR Complaint Portal, in writing via mail to OCR or email to [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov). For more information on filing a complaint with OCR, visit [hhs.gov/ocr/privacy/hipaa/complaints](http://hhs.gov/ocr/privacy/hipaa/complaints). All complaints must be submitted in writing. You will not be retaliated against in any way for filing a complaint.

## **IX. Contact Information**



In some cases, your Protected Health Information may be held internally at Verizon by members of the Verizon workforce who perform functions on behalf of the Verizon Health Plans. In most cases, however, your Protected Health Information will be held by privacy contacts, such as the health insurers or health plan option administrators, who pay claims on behalf of one or more of the Verizon Health Plans.

**Contact your health insurer or health plan option administrator:**

If you have a question, concern, complaint, or request regarding Protected Health Information held by a health insurer or health plan option administrator, contact your health insurer or health plan option administrator directly. Contact information for your health insurer or health plan option administrator can be found in your SPD, your insurance cards, on BenefitsConnection at [verizon.com/benefitsconnection](http://verizon.com/benefitsconnection) or by calling the Verizon Benefits Center toll free at 855.4vz.bens (855.489.2367).

**Contact the Privacy Officer for the Verizon Health Plans:**

If you have a question, concern, complaint, or request regarding Protected Health Information held internally at Verizon or a request regarding Protected Health Information held by a Business Associate other than a health plan option or claims administrator, contact the privacy officer for the Verizon Health Plans as follows:

HIPAA Privacy Officer  
Verizon Benefits Center  
c/o Verizon HIPAA Unit  
Attn: HIPAA Privacy Officer  
P.O. Box 8998  
Norfolk, VA 23501-8998  
  
Telephone: (908) 559-3342  
  
Fax: (908) 630-2639  
  
[lucy.romeo@verizon.com](mailto:lucy.romeo@verizon.com)

**IF YOU HAVE ANY QUESTIONS REGARDING THIS NOTICE, PLEASE CONTACT THE PRIVACY OFFICER DESIGNATED IN PARAGRAPH IX ABOVE.**

The Notice of Privacy Practices for the Verizon Communications Inc. Health Plans is available on the BenefitsConnection website at [verizon.com/benefitsconnection](http://verizon.com/benefitsconnection). Generally, the Notice of Privacy Practices for the Verizon Communications Inc. Health Plans available on BenefitsConnection is the most up to date. Once you have logged on to BenefitsConnection, select the Library link from the home page and then “HIPAA Privacy Policy” under “Benefit Forms” in order to view the Notice. You may view the Notice on the website and/or print a paper copy from the website. You may also request a paper copy of the Notice at any time by calling the Verizon Benefits Center at 855.4vz.bens (855.489.2367).



## Administrative information

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Administrative information about the Plan is provided in this section.

### Important telephone numbers

You can connect to the Verizon Benefits Center and other Verizon benefit providers by calling 855.4vz.bens (855.489.2367).

### Plan sponsor/employer/company

The Plan sponsor/employer is:

Verizon Communications Inc.  
One Verizon Way  
Basking Ridge, NJ 07920

### Plan administrator

The Plan administrator is:

Chairperson of the VEBC  
c/o Verizon Benefits Center  
P.O. Box 8998  
Norfolk, VA 23501-8998

Telephone number: 855.4vz.bens (855.489.2367) and follow the instructions to reach the Verizon Benefits Center.

You may communicate to the Plan administrator in writing at the address above. But, for questions about Plan benefits, you should contact the Verizon Benefits Center. The Verizon Benefits Center administers enrollment and handles participant questions, requests and certain benefits claims, but is not the Plan administrator. Claims relating to the scope and amount of benefits under the Plan are administered by the administrators listed in the "Additional information" section.

The Plan administrator or a person designated by the administrator has the full and final discretionary authority to publish the Plan document and benefit Plan communications, to prepare reports and make filings for the Plan and to otherwise oversee the administration of the Plan. However, most of your day-to-day questions can be answered by the Plan's benefits administrator or a Verizon Benefits Center representative.

Do not send any benefit claims to the Plan administrator or to the Verizon legal department. Instead, submit them to the appropriate claims administrator for the Plan (see the "Additional information" section for more information).

### Benefits administrators

Metropolitan Life Insurance Company (MetLife) is the benefits administrator for the Dental Expense Plan option and United Concordia is the benefits administrator for the Dental PPO option. As the benefits administrators, MetLife and United Concordia have the authority and responsibility to perform daily administration of benefits under the Plan. (See below for the address and telephone number for the benefits administrators.)



### **Claims and appeals administrators**

The claims administrators have the authority to make final determinations regarding claims for benefits. The claims administrators are authorized to determine eligibility for benefits and interpret the terms of the Plan in its sole discretion, and all decisions by the claims administrators are final and binding on all parties.

There are several claims and appeals administrators for the Plan.

### **Verizon claims review committee (VCRC)**

The VCRC is responsible for enrollment and eligibility claims. The VCRC can be reached at the following address:

Verizon Claims Review Committee  
c/o Verizon Benefits Center  
P.O. Box 8998  
Norfolk, VA 23501-8998

855.4vz.bens (855.489.2367)

### **Metropolitan life insurance company (MetLife)**

MetLife is the benefits administrator/claims administrator responsible for authorizing benefit payments, considering appeals, resolving questions, obtaining records, filing reports and the distribution of information to Dental Expense Plan option participants. MetLife can be reached at the following address:

Metropolitan Life Insurance Company  
MetLife Dental Claims  
P.O. Box 981282  
El Paso, TX 79998-1282  
800.556.3490

[metlife.com/dental](http://metlife.com/dental)

### **United Concordia**

United Concordia is the benefits administrator/claims administrator responsible for authorizing benefit payments, considering appeals, resolving questions, obtaining records, filing reports and the distribution of information to Dental PPO Plan option participants.

United Concordia can be reached at the following address:

United Concordia Companies, Inc.  
4401 Deer Path Road  
Northwoods Crossing Office Park  
Harrisburg, PA 17110  
800.332.0366

[ucci.com](http://ucci.com)

### **Qualified medical child support orders (QMCSOs)**

The Verizon Benefits Center is responsible for the administration of QMCSOs. The Verizon Benefits Center can be reached at the following address:



Verizon Benefits Center  
P.O. Box 8998  
Norfolk, VA 23501-8998

You also can call the Verizon Benefits Center at 855.4vz.bens (855.489.2367).

**Subrogation**

Equian, LLC is responsible for insurance recoveries. Equian, LLC can be reached at:

Equian, LLC  
Attention: Verizon Subrogation Unit  
P.O. Box 36380  
Louisville, KY 40232  
800.225.9695

**Plan funding**

The Plan is not financed by an insurance company, nor are Plan benefits guaranteed under a contract of insurance. The claims and appeals administrators listed under the “Additional information” section do not insure or guarantee Plan benefits.

Except for certain DMCO benefits, the Company has the discretion to pay claims out of the general assets of the Company, and certain benefits currently are funded through a trust.

The trustee is:

Bank of New York Mellon  
One Mellon Bank Center  
Room 151-1335  
Pittsburgh, PA 15258

**Plan identification**

Dental coverage is provided through the Verizon Dental Expense Plan for New York and New England Associates, including the Other Plan Provisions of Verizon Plans Covering New York and New England Associates. It is a welfare plan, that is a group health plan, listed with the Department of Labor under two numbers: The Employer Identification Number (EIN) is 23-2259884 and the Plan Number (PN) is 505.

**Plan year**

Plan records are kept on a plan-year basis, which is the same as the calendar-year basis.

**Agent for service of legal process**

The agent for service of legal process is the Plan administrator. Legal process must be served in writing to the Plan administrator at the address stated above for the Plan administrator.

In addition, a copy of the legal process involving this Plan must be delivered to:



Verizon Legal Department  
Employee Benefits Group  
Verizon Communications Inc.  
One Verizon Way  
Basking Ridge, NJ 07920

Legal process also may be served on the trustee.

**Official plan document**

This SPD is a summary of the official Plan documents.

**Collective bargaining agreements**

The terms of your benefits are also governed by a collective bargaining agreement between Verizon and your union. You and your beneficiaries may review the collective bargaining agreement at your location. You also can request a copy by writing to the Plan administrator.

**Participating companies**

The following is a list of participating companies as of January 1, 2017. This list may change from time to time.

- Empire City Subway Company (Limited)
- Verizon Corporate Services Corp.
- Verizon New England Inc.
- Verizon New York Inc.
- Verizon Services Corp.



## Terms to know

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### **COBRA**

A federal law (Consolidated Omnibus Budget Reconciliation Act of 1985 and its subsequent amendments) allowing continuation of health plan coverage for a period of time at the participant's expense if a participant loses plan coverage because of certain qualifying events.

### **Covered person**

Any associate and his or her dependents enrolled in the Plan, or any eligible individual who has elected coverage under COBRA.

### **Covered services**

The services, treatments or supplies identified as payable in the official plan document. Covered services must be medically necessary as determined by the claims administrator to be payable.

### **Deductible**

Under the Dental Expense Plan option, the lifetime amount of covered expenses you pay before the option pays benefits for corrective care.

### **Dentist**

A person who is licensed to practice dentistry and administer treatment or perform dental surgery.

### **Discounted fees**

The negotiated fees that preferred provider organization (PPO) participating providers have agreed to charge for certain services.

### **Full-time associate**

A full-time associate is an employee who is regularly scheduled to work 25 or more hours per week. In addition, the definition of a full-time associate includes job-sharing employees who are regularly scheduled to work at least 40 percent of a regular full-time employee's hours.

### **Imputed income**

Most dependents are considered Internal Revenue Service (IRS) tax dependents. You do not pay imputed income for IRS tax dependents.

If you cover another person who is not considered an IRS tax dependent, Verizon is required to report income for you that reflects the value of the coverage for tax-reporting purposes. This is known as imputed income. You will receive a W-2 annually for the value of coverage for any dependent who is not an IRS tax dependent.

Verizon assumes all dependents are IRS tax dependents. You must contact the Verizon Benefits Center if you cover other dependents who are not IRS tax dependents.

### **IRS tax dependent**

An IRS tax dependent for Dental Plan purposes changed under the Health Care and Education Reconciliation Act. While Verizon always recommends that you consult with a tax adviser, the definition provided here is a summary of these complex rules for **federal** tax purposes.





### **General rule**

Your spouse is an IRS tax dependent as defined by federal (IRS) rules. In addition, your child who has not attained the age of 27 as of the end of the taxable year is an IRS tax dependent. This rule is more generous than the eligibility rule that applies to covering a child under the plan. To meet this general rule, the child must be your (the associate's) son, daughter, stepson, stepdaughter or eligible foster child.<sup>1</sup> A son or daughter includes your legally adopted child or a child who is lawfully placed with you for adoption.

### **Other categories**

If you are covering an individual who is not an IRS tax dependent under the general rule, he or she may still be an IRS tax dependent if he or she is a U.S. citizen or resident who is a "qualifying child" or a "qualifying relative."

A "qualifying child" generally is a person who meets **all** of these requirements:

- Is younger than the associate covering the child.
- Is unmarried (i.e., has not filed a joint tax return during the calendar year at issue).
- Is under the age of 19 (or 24 in the case of a student) or is permanently and totally disabled.
- Is your child, grandchild, brother, sister, stepbrother or stepsister or niece or nephew.
- Does not provide over one-half of his or her own support for the calendar year.
- Lives with you for more than one-half of the calendar year.

If a person does not meet the definition of "qualifying child," he or she might be an IRS tax dependent by satisfying the "qualifying relative" requirements.

A "qualifying relative" generally is a person who meets **all** of these requirements:

- Is not your qualifying child or any other taxpayer's qualifying child during the calendar year.
- Receives over one-half of his or her support from you for the calendar year.
- Is "related to you" or "lives with you for the entire calendar year as a member of your household."

### **Legally separated**

An employee and his or her spouse legally are separated if they do not live together and if they have a signed document or a legal proceeding, such as a separation agreement, that indicates that the employee or his or her spouse intends to live separately.

### **Part-time associate**

A part-time associate is an employee who is regularly scheduled to work fewer than 25 hours per week, other than an employee who has been continuously employed since December 31, 1980 and other than a job-sharing employee who is considered a full-time associate.

### **Participating company**

Verizon or any corporation or partnership that is an affiliate of Verizon that has elected to participate in the Plan.

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<sup>1</sup> An "eligible foster child" is an individual who is placed with you by an authorized placement agency or by judgment, decree or other order of any court of competent jurisdiction.



### **Reasonable and customary (R&C) charge**

The reasonable and customary (R&C) charge is the lesser of the actual charge or the maximum fee allowance for a covered service or supply. The benefits administrator determines the R&C charge.

The maximum fee allowance is determined by taking into consideration the following:

- The fee most commonly charged by a majority of providers in a given geographic area where those providers have similar training in the performance of the procedures;
- The fee normally charged by that provider for a similar service or supply; and
- The amount charged for unusual circumstances or complications requiring additional time, skill and experience in connection with that particular dental service, supply or procedure.

### **Scheduled amount**

The maximum benefit amount payable under the Dental Expense Plan option for a specific covered corrective care service or supply based on coverage levels agreed to between Verizon and the claims administrator. You can call the claims administrator with specific questions about the scheduled benefit for a particular service or supply.

### **Spouse**

**Before January 1, 2014**, spouse is defined under the Plan as follows:

Your spouse is a person of the opposite sex who is a husband or wife, pursuant to a legal union, under the laws of the state in which you live.

The definition of spouse specified in this document is consistent with the definition under the federal Defense of Marriage Act. The Plan uses this definition, even if state or local laws define spouse differently.

**On and after January 1, 2014**, spouse is defined under the Plan as follows:

Your spouse is a person who is a husband or wife, pursuant to a legal union, under the laws of the state in which you live. The term spouse includes a person of the same sex to whom you are married under state law. "State" means any domestic or foreign jurisdiction having the legal authority to sanction marriage.