

# BENEFITS AT A GLANCE

STUDENT HEALTH INSURANCE PLAN | PLAN YEAR 2024/2025

#### **DESIGNED EXCLUSIVELY FOR THE STUDENTS OF:**

### THOMAS COLLEGE

Waterville, ME

f

("the Policyholder")
UNDERWRITTEN BY:

Wellfleet Insurance Company | Fort Wayne, IN

("the Company")

Policy Number: WI2425MESHIP87 Group Number: ST1531SH Effective: 08/01/2024 - 07/31/2025

**ADMINISTERED BY:** 

#### Wellfleet Group, LLC



## Welcome Students...

We are pleased to provide you with this summary of the 2024 – 2025 Student Health Insurance Plan ("Plan"), which is fully compliant with the Affordable Care Act. This is only a brief description of the coverage(s) available under Certificate form ME SHIP Cert (2024). The Certificate will contain reductions, limitations, exclusions, and termination provisions. Full details of coverage are contained in the Certificate. If there are any conflicts between this document and the Certificate, the Certificate shall govern in all cases.

"Benefits at a Glance" includes effective dates and costs of coverage, as well as other helpful information. For additional details about the Plan, please consult the Plan Certificate and other materials at <u>www.wellfleetstudent.com</u>.

This is not an insurance Policy and your receipt of this document does not constitute the insurance or delivery of a policy of insurance. Any provisions of the Policy, as described in this Summary, that may be in conflict with the laws of the state where the school is located will be administered to conform with the requirements of that state's laws, including those relating to mandated benefits.

The information contained in this Summary is accurate at the time of publication, but may change in accordance with state and federal insurance regulations during the course of the Policy year. The most current version of this document will be posted online In the case of a discrepancy between two versions of the Summary, the most recent will apply.

# **Important Contact Information & Resources**



#### **Contact Us**

Wellfleet Group, LLC PO Box 15369 Springfield, Massachusetts 01115-5369 (877) 657-5030, TTY 711



Cross Insurance 150 Mill Street, Suite 4 Lewiston, ME 04240 800-537-6444

https://www.crossagency.com/collegehealth/thomas-college-2024-2025/

#### **Plan Administration**

#### Enrollment, Eligibility, & Waivers Benefits, Claim Status, & ID Cards

Wellfleet Group, LLC PO Box 15369 Springfield, Massachusetts 01115-5369 (877) 657-5030, TTY 711 www.wellfleetstudent.com

Monday–Thursday, 8:30 a.m. to 7:00 p.m. Eastern Time Friday, 9:00 a.m. to 5:00 p.m. Eastern Time

#### Claims

Cigna PPO PO Box 188061 Chattanooga, Tennessee 37422-8061 Electronic Payor ID: 62308





Cigna www.mycigna.com



#### **Pharmacy Benefits Manager**

For information about the Wellfleet Rx/ESI Prescription Drug Program, please visit www.wellfleetstudent.com.

Your plan includes Wellfleet Rx – offering over 40 generics at a \$0 copay. Please ask your health care provider to review our formulary to see if these medications are right for you. Click here <u>http://wellfleetrx.com/students/formularies/</u> for more information.

Member Pharmacy Help (877) 640-7940



For further information about your plan please use the QR code below.



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# **General Information**

#### Am I Eligible

All registered students with 9 or more credit hours are required to have health insurance coverage, either through this Student Health Insurance Plan or through another individual or family plan. Students are automatically enrolled in the Student Health Insurance Plan at registration and the premium is added to the student's tuition fees unless proof of comparable coverage is provided by completing an online waiver.

#### Dependents

Dependents are not eligible.

#### How Do I Waive/Enroll?

#### To Waive:

Eligible students will need to confirm (accept) or waive the Thomas College Student Health Insurance Plan. All eligible students are required to go to: <u>https://studentinsurance.com/Client/1531</u> by the deadline to make their selection. Any student who would like to waive the fee for the Thomas College SHIP Plan will need to have their current insurance information available to provide proof of comparable insurance coverage.

If an eligible student does not confirm (accept) or waive the Thomas College Student Health Insurance by the deadline, they will automatically be enrolled and the premium will be added to the student's tuition fees.

The deadline to waive or enroll in coverage for Annual coverage is 09/27/2024 and Spring (new students only) waiver deadline is 02/14/2025.

| Effective | Dates | & | Costs |  |
|-----------|-------|---|-------|--|
|           |       |   |       |  |

| All time periods begin at 12:00 A.M. local time and end at 11:59 P.M. local time at the Policyholder's address. |                     |                   |                                 |
|---|---------------------|-------------------|---------------------------------|
| Coverage Period   | Coverage Start Date | Coverage End Date | Waiver/Enrollment Deadline Date |
| Annual  | 08/01/2024          | 07/31/2025        | 09/27/2024                      |
| Spring (New Student Only)   | 01/01/2025          | 07/31/2025        | 02/14/2025                      |

| Plan Costs for Students |          |                           |
|-------------------------|----------|---------------------------|
|                         | Annual   | Spring (New Student Only) |
| Student*                | \$ 1,759 | \$1,021                   |

\*The above plan costs include an administrative service fee.

## **Plan Benefits**

UNLESS OTHERWISE SPECIFIED BELOW THE MEDICAL PLAN DEDUCTIBLE (IF APPLICABLE) WILL ALWAYS APPLY.

Pre-Certification required for Inpatient Services Care, selected Outpatient Services, and Outpatient Surgery. For a complete list of these services, see the Plan Certificate.

When You receive Emergency Services, or Out-of-Network air Ambulance Services or certain non-emergency Treatment by an Out-of-Network Provider at an In-Network Hospital or Ambulatory Surgical Center, You are protected from Surprise Billing. Refer to the Preferred Provider Organization provision in the How The Plan Works And Description Of Benefits section for additional information.

## **Key Plan Benefits**

| BENEFIT   | IN-NETWORK PROVIDER   | OUT-OF-NETWORK PROVIDER  |
|---|---|--|
| Policy Year Deductible<br>Individual  | \$100   | \$100  |
| applied to satisfy the In-Network Dedu  | ledical Expenses that is applied to the<br>ctible. Cost sharing You incur for Covered<br>ied to satisfy the Out-of-Network Provide  | Medical Expenses that is applied to the  |
| Out-of-Pocket Maximum<br>Individual   | \$7,900   | \$15,800   |
| Maximum will not be applied to satisfy  | ledical Expenses that is applied to the C<br>the In-Network Provider Out-of-Pocket N<br>lied to the In-Network Provider Out-of-F<br>ut-of-Pocket Maximum.   | Maximum and cost sharing You incur for   |
| Coinsurance   | 80% of the Negotiated Charge (NC)   | 60% of Usual & Customary (U&C)<br>Charge   |
| Preventive Services   | 100% of the (NC)<br>Deductible Waived   | 80% of (U&C) Charge<br>Deductible, Coinsurance, and any<br>Copayments are applicable |
| Physician Office Visits<br>including Specialist and Consultant<br>visits<br>*Check below for additional<br>copayments if applicable | \$30 Copayment per visit then the<br>plan<br>pays 100% of the (NC)<br>for Covered Medical Expenses<br>Deductible Waived   | 80% of (U&C) Charge<br>after Deductible for Covered Medical<br>Expenses              |
| Emergency Services in an<br>emergency department for<br>Emergency Medical Conditions.   | 80% of the (NC) after Deductible for<br>Covered Medical Expenses  | Paid the same as In-Network<br>Provider subject to (U&C) Charge.                     |
| Urgent Care Centers for non- life-<br>threatening conditions  | \$30 Copayment per visit then the<br>plan<br>pays 100% of the (NC)<br>for Covered Medical Expenses<br>Deductible Waived   | 80% of (U&C) Charge<br>after Deductible for Covered Medical<br>Expenses              |
| Pediatric Dental and Vision Benefits  | <b>NOTE:</b> This plan includes Pediatric Dental and Vision Benefits for Insured<br>Persons to the end of the month in which they turn age 19. This plan does not<br>include Dental Benefits for Insured Persons after the month they turn 19. This<br>plan does not include Vision Benefits for Insured Persons after the month they<br>turn 19. |  |

## **Schedule of Benefits**

THE COVERED MEDICAL EXPENSE FOR AN ISSUED CERTIFICATE WILL BE:

- 1. THOSE LISTED IN THE COVERED MEDICAL EXPENSES PROVISION;
- 2. ACCORDING TO THE FOLLOWING SCHEDULE OF BENEFITS; AND
- 3. DETERMINED BY WHETHER THE SERVICE OR TREATMENT IS PROVIDED BY AN IN-NETWORK OR OUT-OF-NETWORK PROVIDER.
- 4. UNLESS OTHERWISE SPECIFIED BELOW THE MEDICAL PLAN DEDUCTIBLE WILL ALWAYS APPLY.
- 5. UNLESS SPECIFIED BELOW, ANY APPLICABLE COPAYMENTS ARE APPLIED AFTER DEDUCTIBLE IS MET.
- 6. UNLESS OTHERWISE SPECIFIED BELOW, ANY DAY OR VISIT LIMITS WILL BE APPLIED TO IN-NETWORK AND OUT-OF-NETWORK COMBINED.

| BENEFITS FOR COVERED<br>INJURY/SICKNESS   | IN-NETWORK  | OUT-OF-NETWORK   |
|---|---|--|
|   | INPATIENT SERVICES  |  |
| Hospital Care<br>Includes Hospital Room and<br>Board Expenses and Hospital<br>Miscellaneous Expenses. | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |
| Subject to Semi-Private room rate unless intensive care unit is required.                             |   |  |
| Room and Board includes<br>intensive care.  |   |  |
| Pre-Certification Required  |   |  |
| Preadmission Testing  | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |
| Physician's Visits while Confined   | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |
| Skilled Nursing Facility Benefit<br>Pre-Certification Required  | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |
| Inpatient Rehabilitation Facility<br>Expense Benefit<br>Pre-Certification Required                    | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |
| Registered Nurse Services for<br>private duty nursing while<br>Confined                               | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |
| Physical Therapy while Confined (inpatient)   | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |

#### MENTAL HEALTH DISORDER AND SUBSTANCE USE DISORDER BENEFITS

In accordance with the federal Mental Health Parity and Addiction Equity Act of 2008 (MHPAEA), the cost sharing requirements, day or visit limits, and any Pre-certification requirements that apply to a Mental Health Disorder and Substance Use Disorder will be no more restrictive than those that apply to medical and surgical benefits for any other Covered Sickness.

| Inpatient Mental Health    | 80% of the Negotiated Charge after      | 60% of Usual and Customary Charge after |
|----------------------------|---|---|
| Disorder and Substance Use | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses |
| Disorder Benefit           |   |   |
| Pre-Certification Required |   |   |
|                            |   |   |
|                            |   |   |
|                            |   |   |
|                            |   |   |
|                            |   |   |

| Outpatient Mental Health<br>Disorder and Substance Use<br>Disorder Benefit   |   |  |
|--|---|--|
| Physician's Office Visits<br>including, but not limited to,<br>Physician visits; individual and<br>group therapy; medication<br>management   | \$30 Copayment per visit then the plan<br>pays 100% of the Negotiated Charge for<br>Covered Medical Expenses<br>Deductible Waived | 80% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |
| All Other Outpatient Services<br>including, but not limited to,<br>Intensive Outpatient Programs<br>(IOP); partial hospitalization;<br>Electronic Convulsive Therapy<br>(ECT); Repetitive Transcranial<br>Magnetic Stimulation (rTMS);<br>Psychiatric and Neuro<br>Psychiatric testing | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses   | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |
|  | PROFESSIONAL AND OUTPATIENT SEE   | RVICES   |
| Surgical Expenses  |   |  |
| Inpatient and Outpatient   |   |  |
| Surgery includes:<br>Pre-Certification Required<br>Surgeon Services<br>Anesthetist<br>Assistant Surgeon  | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses   | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |
| Outpatient Surgical Facility and<br>Miscellaneous expenses for<br>services & supplies, such as cost<br>of operating room, therapeutic<br>services, oxygen, oxygen tent,<br>and blood & plasma  | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses   | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |
| Abortion Expense   | 100% of the Negotiated Charge for<br>Covered Medical Expenses   | 100% of Usual and Customary Charge for<br>Covered Medical Expenses                 |
|  | Deductible Waived, if applicable  | Deductible Waived, if applicable   |
| Bariatric Surgery<br>Pre-Certification Required  | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses   | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |
| Organ Transplant Surgery<br>travel and lodging expenses<br>a maximum of \$2,000 per<br>Policy Year or \$250 per day,<br>whichever is less while at<br>the transplant facility.<br>Pre-Certification Required   | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses   | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |

| Human Leukocyte Antigen           | 100% of Actual Charge for Covered Medica     | l Expenses. Deductible Waived, if         |
|-----------------------------------|--|---|
| Testing                           | applicable. Subject to once per lifetime for |   |
| Reconstructive Surgery            | 80% of the Negotiated Charge after           | 60% of Usual and Customary Charge after   |
| Pre-Certification Required        | Deductible for Covered Medical Expenses      | Deductible for Covered Medical Expenses   |
| Other Professional Services       |  |   |
| Gender Affirming Treatment        | 80% of the Negotiated Charge after           | 60% of Usual and Customary Charge after   |
| Benefit                           | Deductible for Covered Medical Expenses      | Deductible for Covered Medical Expenses   |
| Pre-Certification Required        |  |   |
| Home Health Care Expenses         | 80% of the Negotiated Charge after           | 60% of Usual and Customary Charge after   |
| Pre-Certification Required        | Deductible for Covered Medical Expenses      | Deductible for Covered Medical Expenses   |
| Hospice Care Coverage             | 80% of the Negotiated Charge after           | 60% of Usual and Customary Charge after   |
|                                   | Deductible for Covered Medical Expenses      | Deductible for Covered Medical Expenses   |
| Office Visits                     |  |   |
| Physician's Office Visits         | \$30 Copayment per visit then the plan       | 80% of Usual and Customary Charge after   |
| including Specialists/Consultants | pays 100% of the Negotiated Charge for       | Deductible for Covered Medical Expenses   |
|                                   | Covered Medical Expenses                     |   |
|                                   | Deductible Waived                            |   |
| Telemedicine or Telehealth        | \$30 Copayment per visit then the plan       | 80% of Usual and Customary Charge after   |
| Services                          | pays 100% of the Negotiated Charge for       | Deductible for Covered Medical Expenses   |
|                                   | Covered Medical Expenses                     |   |
|                                   | Deductible Waived                            |   |
| Telemedicine or Telehealth        | \$0 Copayment per visit then the plan pays   | 100% of the Negotiated Charge for Covered |
| Services by a contracted          | Medical Expenses                             |   |
| Provider (Behavioral Health)      |  |   |
|                                   | Deductible Waived                            |   |
| Acupuncture Services (Medically   | 80% of the Negotiated Charge after           | 60% of Usual and Customary Charge after   |
| Necessary Treatment only)         | Deductible for Covered Medical Expenses      | Deductible for Covered Medical Expenses   |
| Acupuncture Services Maximum      | 30   | 30  |
| visits per Policy Year            |  |   |
| Allergy Testing and Treatment,    | 80% of the Negotiated Charge after           | 60% of Usual and Customary Charge after   |
| including injections              | Deductible for Covered Medical Expenses      | Deductible for Covered Medical Expenses   |
| Chiropractic Care Benefit         | 80% of the Negotiated Charge after           | 60% of Usual and Customary Charge after   |
|                                   | Deductible for Covered Medical Expenses      | Deductible for Covered Medical Expenses   |
| Chiropractic Care Benefit         | 40   | 40  |
| Maximum visits per Policy Year    |  |   |
| Tuberculosis screening (TB),      | 80% of the Negotiated Charge after           | 60% of Usual and Customary Charge after   |
| Titers, QuantiFERON B tests       | Deductible for Covered Medical Expenses      | Deductible for Covered Medical Expenses   |
| including shots (other than       |  |   |
| covered under Preventive          |  |   |
| Services)                         |  |   |
|                                   |  |   |
|                                   |  |   |

| EMERGEN  | CY SERVICES, AMBULANCE AND NON-EM  | IERGENCY SERVICES  |
|--|--|--|
| Emergency Services in an<br>emergency department for<br>Emergency Medical Conditions.                    | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses                                | Paid the same as In-Network Provider subject to Usual and Customary Charge.  |
| Urgent Care Centers for non-<br>life-threatening conditions  | \$30 Copayment per visit then the plan<br>pays 100% of the Negotiated Charge for<br>Covered Medical Expenses | 80% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses                                     |
|  | Deductible Waived  |  |
| Emergency Ambulance Service<br>ground and/or air, water<br>transportation                                | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses                                | Paid the same as In-Network Provider<br>subject to Usual and Customary Charge  |
| Non-Emergency Ambulance<br>Expenses ground and/or air,<br>(fixed wing) transportation                    | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses                                | Ground Ambulance transportation: 60%<br>of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |
| Pre-Certification Required<br>for non-emergency air<br>Ambulance (fixed wing)                            |  | Air Ambulance transportation: Paid the<br>same as In-Network Provider subject to<br>Usual and Customary Charge         |
| DIAGN  | IOSTIC LABORATORY, TESTING AND IMA   | GING SERVICES  |
| Diagnostic Imaging Services<br>Pre-Certification Required  | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses                                | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses                                     |
| CT Scan, MRI and/or PET Scans<br>Pre-Certification Required  | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses                                | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses                                     |
| Laboratory Procedures<br>(Outpatient)  | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses                                | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses                                     |
| Chemotherapy and Radiation<br>Therapy<br>Pre-Certification Required                                      | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses                                | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses                                     |
| Infusion Therapy<br>Pre-Certification Required   | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses                                | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses                                     |
|  | REHABILITATION AND HABILITATION TH   | IERAPIES   |
| Cardiac Rehabilitation   | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses                                | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses                                     |
| Pulmonary Rehabilitation   | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses                                | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses                                     |
| Rehabilitation Therapy<br>including, Physical Therapy, and<br>Occupational Therapy and<br>Speech Therapy | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses                                | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses                                     |

| Rehabilitation Therapy             | 30                                      | 30  |
|------------------------------------|---|---|
| Maximum Visits for each            |   |   |
| therapy per Policy Year for        |   |   |
| Physical Therapy, and              |   |   |
| Occupational Therapy and           |   |   |
|                                    |   |   |
| Speech Therapy                     |   |   |
| Combined with Habilitation         |   |   |
| Services Therapy                   |   |   |
|                                    |   |   |
| The Maximum Visits do not          |   |   |
| apply to Rehabilitation Therapy    |   |   |
|                                    |   |   |
| for a Mental Health Disorder or    |   |   |
| Substance Use Disorder.            |   |   |
| Habilitation Services              | 80% of the Negotiated Charge after      | 60% of Usual and Customary Charge after   |
| including, Physical Therapy, and   | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses   |
| Occupational Therapy and           |   |   |
| Speech Therapy                     |   |   |
| Habilitation Services Maximum      | 30                                      | 30  |
|                                    | 50                                      | 50  |
| Visits for each therapy per Policy |   |   |
| Year for Physical Therapy, and     |   |   |
| Occupational Therapy and           |   |   |
| Speech Therapy                     |   |   |
| Combined with Rehabilitation       |   |   |
| Therapy                            |   |   |
| merupy                             |   |   |
| The Maximum Visits do not          |   |   |
|                                    |   |   |
| apply to Habilitation Services for |   |   |
| a Mental Health Disorder or        |   |   |
| Substance Use Disorder.            |   |   |
|                                    | OTHER SERVICES AND SUPPLIES             | 5   |
| Covered Clinical Trials            | Same as any other Covered Sickness      |   |
| Diabetic Services and Supplies     | 80% of the Negotiated Charge after      | 60% of Usual and Customary Charge after   |
| (including equipment and           | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses   |
|                                    |   | Deddetible for covered Medical Expenses   |
| training)                          |   |   |
|                                    |   |   |
| Refer to the Prescription Drug     |   |   |
| provision for diabetic supplies    |   |   |
| covered under the Prescription     |   |   |
| Drug benefit.                      |   |   |
| Dialysis Treatment                 | 80% of the Negotiated Charge after      | 60% of Usual and Customary Charge after   |
|                                    | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses   |
|                                    |   | Deductible for covered intedical expenses |
| Durable Medical Equipment          |   | COV of House and Customers Change (       |
| Durable Medical Equipment          | 80% of the Negotiated Charge after      | 60% of Usual and Customary Charge after   |
| Pre-Certification Required         | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses   |
|                                    |   |   |
| Enteral Formulas and Nutritional   | 80% of the Negotiated Charge after      | 60% of Usual and Customary Charge after   |
| Supplements                        | Deductible for Covered Medical Expenses | Deductible for Covered Medical Expenses   |
| See the Prescription Drug          |   |   |
| section of this Schedule when      |   |   |
|                                    |   |   |
| purchased at a pharmacy.           |   |   |
|                                    |   |   |

| Hearing Aids   | 80% of the Negotiated Charge after             | 60% of Usual and Customary Charge after |
|--|--|---|
| One hearing aid per affected ear                     | Deductible for Covered Medical Expenses        | Deductible for Covered Medical Expenses |
| every 36 months                                      |  |   |
| Information Transforment (Chan do nd                 | 20% of the Nagatistad Charge often             | CO% of Havel and Customers Charge often |
| Infertility Treatment/Standard                       | 80% of the Negotiated Charge after             | 60% of Usual and Customary Charge after |
| Fertility Preservation Services                      | Deductible for Covered Medical Expenses        | Deductible for Covered Medical Expenses |
| Pre-Certification Required                           |  |   |
| Pre-certification Required                           |  |   |
| Maternity Benefit                                    | Same as any other Covered Sickness             |   |
| Prosthetic and Orthotic Devices                      | 80% of the Negotiated Charge after             | 60% of Usual and Customary Charge after |
| other than prosthetic devices                        | Deductible for Covered Medical Expenses        | Deductible for Covered Medical Expenses |
| for arm and leg)                                     |  |   |
| Pre-Certification Required                           |  |   |
| Prosthetic Devices (Arm and                          | 80% of the Negotiated Charge after             | 60% of Usual and Customary Charge after |
| -  | Deductible for Covered Medical Expenses        | Deductible for Covered Medical Expenses |
| Leg)<br>Pre-Certification Required                   | Deductible for covered wedical expenses        | Deductible for covered Medical Expenses |
| Pre-certification Required                           |  |   |
| Sports Accident Expense Benefit                      | 80% of the Negotiated Charge after             | 60% of Usual and Customary Charge after |
| - incurred as the result of the                      | Deductible for Covered Medical Expenses        | Deductible for Covered Medical Expenses |
| play or practice of                                  |  |   |
| Intercollegiate sports or club                       |  |   |
| sports.  |  |   |
| Up to \$1,000 per Accident                           |  |   |
|  |  |   |
| Pre-Certification not Required                       | CONV of A study Change of the Destudy the form |   |
| Non-emergency Care While                             | 60% of Actual Charge after Deductible for (    |   |
| Traveling Outside of the United States               | Subject to \$10,000 maximum per Policy Ye      | ar                                      |
| Medical Evacuation Expense                           | 100% of Actual Charge for Covered Medica       | l Evnenses                              |
| Medical Evacuation Expense                           | Deductible Waived                              | T Expenses                              |
|  | Subject to \$50,000 maximum per Policy Ye      | ar                                      |
| Repatriation Expense                                 | 100% of Actual Charge for Covered Medica       |   |
|  | Deductible Waived                              |   |
|  | Subject to \$25,000 maximum per Policy Ye      | ar                                      |
|  | PEDIATRIC DENTAL AND VISION C                  |   |
| Pediatric Dental Care Benefit (to                    | See the Dental Care Schedule of Benefits b     |   |
| the end of the month in which                        | description for further information.           |   |
| the Insured Person turns age 19)                     |  |   |
| Ç ,  |  |   |
| Type A – Basic Services                              | 100% of Usual and Customary Charge for C       | overed Medical Expenses                 |
| Preventive Dental Care                               |  |   |
| Limited to 1 dental exam every                       |  |   |
| 6 months   |  |   |
|  |  |   |
| The henefit payable amount for                       |  |   |
| The benefit payable amount for                       |  |   |
| the following services is                            |  |   |
| the following services is different from the benefit |  |   |
| the following services is                            |  |   |

| Type B – Intermediate Services  | 50% of Usual and Customary Charge for Covered Medical Expenses                   |  |  |
|---|--|--|--|
| Type C – Major Services   | 50% of Usual and Customary Charge for Covered Medical Expenses                   |  |  |
| Type D:   |  |  |  |
| <ul> <li>Medically Necessary<br/>Orthodontic Services</li> </ul>  | 50% of Usual and Customary Charge for Covered Medical Expenses                   |  |  |
| General Services  | 50% of Usual and Customary Charge for Covered Medical Expenses                   |  |  |
| Claim forms must be submitted<br>to Us as soon as reasonably<br>possible. Refer to Proof of Loss<br>provision contained in the<br>General Provisions.               | Deductible Waived  |  |  |
| Pediatric Vision Care Benefit (to<br>the end of the month in which<br>the Insured Person turns age 19)  | 100% of Usual and Customary Charge after Deductible for Covered Medical Expenses |  |  |
| Limited to 1 vision examination<br>per Policy Year<br>and 1 pair of prescribed lenses<br>and frames or contact lenses (in<br>lieu of eyeglasses) per Policy<br>Year |  |  |  |
| Claim forms must be submitted<br>to Us as soon as reasonably<br>possible. Refer to Proof of Loss<br>provision contained in the<br>General Provisions.               |  |  |  |
|   | MISCELLANEOUS DENTAL SERVIC  |  |  |
| Accidental Injury Dental<br>Treatment   | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses    | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |  |
| Sickness Dental Expense Benefit   | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses    | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |  |
| Treatment for<br>Temporomandibular Joint (TMJ)<br>Disorders   | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses    | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |  |
| Anesthesia and Facility Charges<br>for Dental Procedures  | 80% of the Negotiated Charge after<br>Deductible for Covered Medical Expenses    | 60% of Usual and Customary Charge after<br>Deductible for Covered Medical Expenses |  |
| Dental Care for Cancer Patients   | 80% of the Negotiated Charge after   | 60% of Usual and Customary Charge after  |  |
|   | Deductible for Covered Medical Expenses  | Deductible for Covered Medical Expenses  |  |

#### Prescription Drugs Retail Pharmacy

No cost sharing applies to ACA Preventive Care medications filled at a participating network pharmacy.

Your benefit is limited to a 30-day supply. Coverage for more than a 30-day supply only applies if the smallest package size exceeds a 30-day supply. See "Retail Pharmacy Supply Limits" section for more information.

| TIER 1<br>(Including Enteral Formulas)<br>For each fill up to a 30-day<br>supply filled at a Retail<br>pharmacy                       | \$15 Copayment then the plan pays 100%<br>of the Negotiated Charge for Covered<br>Medical Expenses<br>Deductible Waived  | Not Covered |
|---|--|-------------|
| See the Enteral Formula and<br>Nutritional Supplements section<br>of this Schedule for<br>supplements not purchased at a<br>pharmacy. |  |             |
| More than a 30-day supply but<br>less than a 61-day supply filled<br>at a Retail pharmacy   | \$30 Copayment then the plan pays 100%<br>of the Negotiated Charge for Covered<br>Medical Expenses<br>Deductible Waived  | Not Covered |
| More than a 60-day supply filled<br>at a Retail pharmacy  | \$45 Copayment then the plan pays 100%<br>of the Negotiated Charge for Covered<br>Medical Expenses<br>Deductible Waived  | Not Covered |
| TIER 2<br>(Including Enteral Formulas)<br>For each fill up to a 30-day<br>supply filled at a Retail<br>pharmacy                       | \$45 Copayment then the plan pays 100%<br>of the Negotiated Charge for Covered<br>Medical Expenses<br>Deductible Waived  | Not Covered |
| See the Enteral Formula and<br>Nutritional Supplements section<br>of this Schedule for<br>supplements not purchased at a<br>pharmacy. |  |             |
| More than a 30-day supply but<br>less than a 61-day supply filled<br>at a Retail pharmacy   | \$90 Copayment then the plan pays 100%<br>of the Negotiated Charge for Covered<br>Medical Expenses<br>Deductible Waived  | Not Covered |
| More than a 60-day supply filled at a Retail pharmacy   | \$135 Copayment then the plan pays<br>100% of the Negotiated Charge for<br>Covered Medical Expenses<br>Deductible Waived | Not Covered |
| TIER 3<br>(Including Enteral Formulas)<br>For each fill up to a 30-day<br>supply filled at a Retail<br>Pharmacy                       | \$75 Copayment then the plan pays 100%<br>of the Negotiated Charge for Covered<br>Medical Expenses<br>Deductible Waived  | Not Covered |

| See the Enteral Formula and        |  |   |  |
|------------------------------------|--|---|--|
| Nutritional Supplements section    |  |   |  |
| of this Schedule for               |  |   |  |
| supplements not purchased at a     |  |   |  |
| pharmacy.                          |  | Net Caused                              |  |
| More than a 30-day supply but      | \$150 Copayment then the plan pays   | Not Covered                             |  |
| less than a 61-day supply filled   | 100% of the Negotiated Charge for  |   |  |
| at a Retail pharmacy               | Covered Medical Expenses   |   |  |
|                                    |  |   |  |
|                                    | Deductible Waived  |   |  |
| More than a 60-day supply filled   | \$225 Copayment then the plan pays   | Not Covered                             |  |
| at a Retail pharmacy               | 100% of the Negotiated Charge for  |   |  |
|                                    | Covered Medical Expenses   |   |  |
|                                    |  |   |  |
|                                    | Deductible Waived  |   |  |
|                                    |  |   |  |
|                                    |  |   |  |
| Specialty Prescription Drugs       |  |   |  |
| For each fill up to a 30-day       | \$75 Copayment then the plan pays 100%   | Not Covered                             |  |
| supply                             | of the Negotiated Charge for Covered   |   |  |
|                                    | Medical Expenses   |   |  |
|                                    |  |   |  |
|                                    | Deductible Waived  |   |  |
| More than a 30-day supply but      | \$150 Copayment then the plan pays   | Not Covered                             |  |
| less than a 61-day supply          | 100% of the Negotiated Charge for  |   |  |
|                                    | Covered Medical Expenses   |   |  |
|                                    |  |   |  |
|                                    | Deductible Waived  |   |  |
| More than a 60-day supply          | \$225 Copayment then the plan pays   | Not Covered                             |  |
|                                    | 100% of the Negotiated Charge for  |   |  |
|                                    | Covered Medical Expenses   |   |  |
|                                    |  |   |  |
|                                    | Deductible Waived  |   |  |
| Zero Cost Drugs                    |  |   |  |
|                                    | 100% of the Negotiated Charge for  | Not Covered                             |  |
|                                    | Covered Medical Expenses   |   |  |
|                                    |  |   |  |
|                                    | Deductible Waived  |   |  |
| Orally administered anti-cancer F  | Prescription Drugs (including Specialty Drugs  | 5)                                      |  |
| Benefit                            | If the cost share for the Prescription Drug's  | s Tier is greater than the Chemotherapy |  |
|                                    | Benefit or Infusion Therapy Benefit, the cost share will be calculated as follows:   |   |  |
|                                    | Greater of:  |   |  |
|                                    | Chemotherapy Benefit; or   |   |  |
|                                    | Infusion Therapy Benefit   |   |  |
| Diabetic Supplies (for prescriptio | n supplies purchased at a pharmacy)  |   |  |
| Benefit                            | Paid the same as any other Retail Pharmac  |   |  |
|                                    | Insured Person's out-of-pocket costs for covered prescription insulin drugs will not |   |  |
|                                    | exceed \$35 per 30-day supply regardless of the amount or type of insulin that is    |   |  |
|                                    | needed to fill the Insured Person's prescription.                                    |   |  |
|                                    |  |   |  |

| MANDATED BENEFITS                  |  |   |  |  |
|------------------------------------|--|---|--|--|
| Breast Reduction/Varicose Vein     | Same as any other Covered Sickness   |   |  |  |
| Surgery                            |  |   |  |  |
| Prostate Cancer Screening          | Same as any other Covered Sickness, unless considered a Preventive Service   |   |  |  |
| Diagnostic Breast Examinations     | 100% of the Negotiated Charge for<br>Covered Medical Expenses, subject to the<br>benefit limitations<br>Deductible Waived, if applicable | 100% of Usual and Customary Charge for<br>Covered Medical Expenses, subject to the<br>benefit limitations |  |  |
|                                    |  | Deductible Waived if applicable   |  |  |
| COVID-19 Screening, Testing,       | 100% of the Negotiated Charge for  | 100% of Usual and Customary Charge  |  |  |
| and Immunizations Benefits         | Covered Medical Expenses, subject to   | for Covered Medical Expenses,   |  |  |
|                                    | the benefit limitations  | subject to the benefit limitations  |  |  |
|                                    | Deductible Waived, if applicable   | Deductible Waived if applicable   |  |  |
| Accidental Death and Dismemberment |  |   |  |  |
| Principal Sum                      | \$10,000   |   |  |  |

Loss must occur within 365 days of the date of a covered Accident.

Only one benefit will be payable under this provision, that providing the largest benefit, when more than one (1) Loss occurs as the result of any one (1) Accident. This benefit is payable in addition to any other benefits payable under this Certificate.

## **Exclusions and Limitations**

**Exclusion Disclaimer**: Any exclusion in conflict with the Patient Protection and Affordable Care Act or any state-imposed requirements will be administered to comply with the requirements of the federal or state guideline, whichever is more favorable to You.

The Certificate does not cover Loss nor provide benefits for any of the following, except as otherwise provided by the benefits of the Certificate and as shown in the Schedule of Benefits.

## **General Exclusions**

- International Students Only Eligible expenses within Your Home Country or country of origin that would be payable or medical Treatment that is available under any governmental or national health plan for which You could be eligible.
- Treatment, service or supply which is not Medically Necessary for the diagnosis, care or Treatment of the Sickness or Injury involved. This applies even if they are prescribed, recommended or approved by Your attending Physician or dentist.
- Medical services rendered by a provider employed for or contracted with the Policyholder, including team Physicians or trainers, except as specifically provided in the Schedule of Benefits.
- Professional services rendered by an Immediate Family Member or anyone who lives with You.
- Charges of an institution, health service or infirmary for whose services payment is not required in the absence of insurance or services covered by Student Health Fees.

- Any expenses in excess of Usual and Customary Charges except as provided in the Certificate.
- Treatment, services, supplies or facilities in a Hospital owned or operated by the Veterans Administration or a national government or any of its agencies, except when a charge is made which You are required to pay.
- Services that are duplicated when provided by both a certified Nurse midwife and a Physician.
- Expenses payable under any prior policy which was in force for the person making the claim.
- Loss resulting from war or any act of war, whether declared or not, or Loss sustained while in the armed forces of any country or international authority.
- Injury sustained as the result of Your operation of a motor vehicle while not properly licensed to do so in the jurisdiction in which the motor vehicle Accident takes place.
- Expenses covered under any Workers' Compensation, occupational benefits plan, mandatory automobile no-fault plan, public assistance program or government plan, except Medicaid.
- Expenses incurred after:
  - The date insurance terminates as to an Insured Person, except as specified in the extension of benefits provision; and
  - The end of the Policy Year specified in the Policy.
- Elective Surgery or Elective Treatment unless such coverage is otherwise specifically covered under the Certificate.
- You are:
  - o committing or attempting to commit a felony,
  - o engaged in an illegal occupation, or
  - o participating in a riot.
- Custodial Care service and supplies.
- Charges for hot or cold packs for personal use.
- Services of private duty Nurse except as provided in the Certificate.
- Expenses that are not recommended and approved by a Physician.
- Experimental or Investigative drugs, devices, Treatments or procedures unless otherwise covered under Covered Clinical Trials. See the Other Benefits section for more information.
- Routine harvesting and storage of stem cells from newborn cord blood, the purchase price of any organ or tissue, donor services if the recipient is not an Insured Person under this plan, or services for or related to the transplantation of animal or artificial organs or tissues.
- Loss incurred as the result of riding as a passenger or otherwise (including skydiving) in a vehicle or device for aerial
  navigation, except as a fare paying passenger in an aircraft operated by a scheduled airline maintaining regular
  published schedules on a regularly established route anywhere in the world.
- Non-chemical addictions.
- Outpatient non-physical, occupational, speech therapies (such as art, dance, drama, horticulture, music, writing, etc.).
- Modifications made to dwellings.
- General fitness, exercise programs.
- Hypnosis.
- Rolfing.
- Biofeedback.
- Sleep Disorders, except for a sleep study performed in the Insured Person's home, the diagnosis, and Treatment of
  obstructive sleep apnea.
- Routine foot care, including the paring or removing of corns and calluses, or trimming of nails, unless these services are determined to be Medically Necessary because of Injury, infection or disease.

#### **Activities Related**

- Braces and appliances used as protective devices during a student's participation in sports. Replacement braces and appliances are not covered.
- Loss resulting from playing, practicing, traveling to or from, or participating in, or conditioning for, any professional sport.

- 1. Loss resulting from playing, practicing, traveling to or from, or participating in, or conditioning for, any Intercollegiate or club sports for which benefits are paid under another Sports Accident policy issued to the Policyholder; or for which coverage is provided by the National Collegiate Athletic Association (NCAA), National Association of Intercollegiate Athletic (NAIA) or any other sports association in excess of \$1,000.00 per Intercollegiate or club sports Accident.
- Racing or speed contests, skin diving or sky diving, mountaineering (where ropes or guides are customarily used), ultra-light aircraft, parasailing, sail planing, hang gliding, bungee jumping, travel in or on ATV's (all terrain or similar type vehicles).

#### Weight Management/Reduction

- Weight management. Weight reduction. Nutrition programs. This does not apply to nutritional counseling, or any screening or assessment specifically provided under the Preventive Services benefit, or otherwise specifically covered under the Certificate.
- Treatment for obesity except surgery for morbid obesity (bariatric surgery). Surgery for removal of excess skin or fat.

#### **Family Planning**

- Infertility Treatment (male or female)-this includes but is not limited to:
  - Procreative counseling;
  - Premarital examinations;
  - Genetic counseling and genetic testing;
  - Impotence, organic or otherwise;
  - Costs for an ovum donor or donor sperm;
  - Ovulation predictor kits;
  - Reversal of tubal ligations;
  - Reversal of vasectomies;
  - Costs for and relating to surrogate motherhood (maternity services are covered for Insured Persons acting as surrogate mothers);
  - Cloning; or
  - Medical and surgical procedures that are Experimental or Investigative, unless Our denial is overturned by an External Appeal Agent.
  - Elective abortions

#### Vision

- Expenses for radial keratotomy.
- Adult Vision unless specifically provided in the Certificate.
- Charges for office visit exam for the fitting of prescription contact lenses, duplicate spare eyeglasses, lenses or frames, non-prescription lenses or contact lenses that are for cosmetic purposes.

#### Dental

- Treatment to the teeth, including orthodontic braces and orthodontic appliances, unless otherwise covered under the Pediatric Dental Care Benefit.
- Services and treatment resulting from Your failure to comply with professionally prescribed treatment;
- Any charges for failure to keep a scheduled appointment;
- Any service charges for personalization or characterization of prosthetic dental appliances;
- Office infection control charges;
- Duplicate, provisional and temporary devices, appliances, and services;
- Plaque control programs, oral hygiene instruction, and dietary instructions;
- Services to alter vertical dimension and/or restore or maintain the occlusion. Such procedures include, but are not limited to, equilibration, periodontal splinting, full mouth rehabilitation, and restoration for misalignment of teeth;
- Gold foil restorations;
- Charges by the provider for completing dental forms;

- Adjustment of a denture or bridgework which is made within 6 months after installation by the same Dentist who installed it;
- Use of material or home health aids to prevent decay, such as toothpaste, fluoride gels, dental floss and teeth whiteners;
- Sealants for teeth other than permanent molars;
- Precision attachments, personalization, precious metal bases and other specialized techniques;
- Replacement of dentures that have been lost, stolen or misplaced;
- Medically Necessary orthodontic services provided to a Insured Person who has not met any applicable waiting period requirement.
- Repair of damaged orthodontic appliances;
- Replacement of lost or missing appliances;
- Fabrication of athletic mouth guard;
- Internal bleaching;
- Nitrous oxide;
- Oral sedation;
- Topical medicament center
- Bone grafts when done in connection with extractions, apicoetomies or non-covered/non eligible implants.
- Treatment and periodically adjusted;
- Removable appliance therapy; and
- Orthodontic retention (removal of appliances, construction and placement of retainers).

#### Hearing

• Charges for hearing exams, hearing screening, or cochlear implants except as specifically provided in the Certificate.

#### Cosmetic

- Treatment of Acne unless Medically Necessary.
- Charges for hair growth or removal unless otherwise specifically covered under the Certificate.
- Surgery or related services for cosmetic purposes to improve appearance, except to restore bodily function or correct deformity resulting from disease, or trauma.

#### **Prescription Drugs**

- Any drug or medicine which does not, by federal or state law, require a prescription order, i.e., over-the-counter drugs, even if a prescription is written, except as specifically provided under Preventive Services or in the Prescription Drug Benefit section of this Certificate. Insulin and OTC preventive medications required under ACA are exempt from this exclusion;
- Drugs with over-the-counter equivalents except as specifically provided under Preventive Services;
- Allergy sera and extracts administered via injection;
- Vitamins, and minerals, except as specifically provided under Preventive Services;
- Food supplements, dietary supplements; except as specifically provided in the Certificate;
- Cosmetic drugs or medicines including, but not limited to, products that improve the appearance of wrinkles or other skin blemishes;
- Refills in excess of the number specified or dispensed after 1 year of date of the prescription;
- Drugs labeled, "Caution limited by federal law to Investigational use" or Experimental Drugs;
- Any drug or medicine purchased after coverage under the Certificate terminates;
- Any drug or medicine consumed or administered at the place where it is dispensed;
- If the FDA determines that the drug is: contraindicated for the Treatment of the condition for which the drug was prescribed; or Experimental for any reason;
- Prescription digital therapeutics;
- Bulk chemicals;

- Non-insulin syringes, surgical supplies, Durable Medical Equipment/medical devices, except as specifically provided in the Prescription Drug Benefit section of the Certificate;
- Repackaged products;
- Blood components except factors;
- Any drug or medicine for the purpose of weight control;
- Sexual enhancements drugs;
- Vision correction products

# VALUE ADDED SERVICES

The following are not affiliated with Wellfleet Insurance Company and the services are not part of the Plan Underwritten by Wellfleet Insurance Company. These value-added options are provided by Wellfleet Student.

# **VISION DISCOUNT PROGRAM**

For Vision Discount Benefits please go to: www.wellfleetstudent.com

# **EMERGENCY MEDICAL AND TRAVEL ASSISTANCE**

Wellfleet Student provides access to a comprehensive program that will arrange emergency medical and travel assistance services, repatriation services and other travel assistance services when you are traveling. For general inquiries regarding the travel access assistance services coverage, please call Wellfleet Student at (877) 657-5030, TTY 711.

If you are traveling and need assistance in North America, call the Assistance Center toll-free at: (877) 305-1966 or if you are in a foreign country, call collect at: (715) 295-9311.

When you call, please provide your name, school name, the group number shown on your ID card, and a description of your situation. If the condition is an emergency, you should go immediately to the nearest physician or hospital without delay and then contact the 24-hour Assistance Center.

#### **How to Access Services**

If you require medical assistance or you need assistance with a non-medical situation, such as lost luggage, lost documents or other travel issues, follow these steps:

- Inside the U.S. and Canada: Dial toll-free (877) 305-1966
- Outside the U.S. and Canada:
  - a) Request an international operator.
  - b) Request the operator to place a collect call to the U.S. at +1 (715) 295-9311.

Please provide the following information when you call:

- Policy number or school name
- Nature of your call and/or emergency
- Current location
- Contact phone number and email address
- Secondary point of contact
- Date of birth

# **24 Hour Nurseline**

Students who enroll and maintain medical coverage in this insurance plan have access to the 24 Hour Nurseline. This 24-Hour Nurseline program provides:

- Phone-based, reliable health information in response to health concerns and questions; and
- Assistance in decisions on the appropriate level of care for an injury or sickness.

Appropriate care may include:

- self-care at home
- a call to a physician
- or a visit to the emergency room.

Calls are answered 24 hours a day, 365 days a year by experienced registered nurses who have been specifically trained to handle telephone health inquiries.

This program is not a substitute for doctor visits or emergency response systems. The Nurseline does not answer health plan benefit questions. Health benefit questions should be referred to the Plan Administrator. The 24 Hour Nurseline toll free number will be on the ID card.

(800) 634-7629

# **Teladoc**

By phone or internet, **Teladoc** gives you 24/7 access to board-certified physicians for Behavioral Health services. Whether you are at school, home or traveling, Teladoc can diagnose and treat most minor medical conditions wherever and whenever you need treatment.

Register your account today and request a visit at <u>https://www.teladoc.com/wellfleetstudent</u> or call (800)-Teladoc (835-2362).



## 24/7 Behavioral Telehealth and Nurseline Access

CareConnect is an integrated behavioral health program offering students easy access to licensed behavioral health clinicians 24/7/365 via telephone (888) 857-5462.

Connect to a registered nurse within seconds, helping students manage their health on their terms through easy access.