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GovGuam Open Enrollment Fiscal Year 2022



www.calvos.net

20210901_GOVGUMFY2022_PRESBOOK

Buenas yan Hafa Adai!

Thank you for considering us to be your medical and dental provider for FY 2022. We are encouraged by the significant number of calls welcoming our services back as a provider to the Government of Guam, and we look forward to the opportunity to service you as your health plan in the years ahead. During the past two years, we made numerous changes to provide you and your family with an enhanced member experience and a more comprehensive medical provider network.

Tokio Marine Pacific Insurance insures the medical plans, while the dental plan is self-funded by the Government of Guam and exclusively administered through us. The information in this packet will help you learn about the benefits available to you, how to use them, and how to enroll.

During FY2022, sctive employees and retirees will be able to choose from two medical (2) plans: the HSA2000 and the PP01500. For retirees with Medicare A and B, we offer the Retiree Supplemental Plan. Below are some key features of these plans:

- A comprehensive and extensive medical network, featuring access to the UnitedHealthCare Network of providers in the Continental U.S. with over 1 million providers
- 100% coverage with our gym partners: Custom Fitness, Paradise Fitness, Synergy Studios, and Unified, for you and your eligible dependents
- Fitness Reward program
- Wellness Rewards
- Membership in the Calvo's LifeStyle Club that provides you numerous savings and discounts at popular merchants on Guam
- 50% Air Ambulance Discount
- Airfare to our Centers of Excellence for certain qualifying and pre-approved conditions

We have worked to make enrollment as easy as possible for you, with our new online enrollment tool. Visit <u>enroll.calvos.net/govguam</u> to submit your enrollment information and upload any pertinent enrollment documentation (birth certificates, domestic partner affidavits, legal guardianship, etc.), from the convenience of your desktop or mobile device.

Through our website, <u>www.calvos.net</u>, you will be able to download your member ID card, view your claims, upload document submissions, download forms and handbooks, and manage your deductible. You can also manage your prescription medications through the OptumRx website and use the Provider Finder Tool through the United HealthCare website, both links can be found on <u>www.calvos.net</u>

We hope that you will notice the many improvements we have made and we look forward to meeting you during open enrollment and working with you in the upcoming year. We thank you in advance for your continued support and for the trust that you and your family have placed with us.

Si Yu'os Ma'ase. We look forward to servicing you.

This booklet is designed to provide general information about the Calvo's SelectCare plans offered to Government of Guam employees, retirees and survivors. In the event of a discrepancy between this booklet and the contract, the terms of the contract will prevail

Becoming a Member

Eligibility Information

In order to enroll in a Calvo's SelectCare health plan, you and your dependents must first meet the eligibility requirements defined in the agreement between Calvo's SelectCare and GovGuam.

You must complete an Enrollment Application and submit it with any other required documentation during an Open Enrollment period or within 31 days from the date you first become eligible for enrollment under the plan.

Subscriber Eligibility Requirements

- You must maintain legal residency in the Service Area. Calvo's SelectCare members must not be absent from the Service Area for more than 182 consecutive days.
- You must be working at least 30 hours or more per week.

Dependent Eligibility Requirements

Aside from meeting the eligibility requirements set forth by your employer, family members are eligible for coverage as dependents provided they are:

- Your legal spouse.
- Your domestic partner:
 - A domestic partner must be at least 18 years of age and must have lived with you for two consecutive years. A notarized affidavit is required.
 - A domestic partner may only be added during your employer's Open Enrollment Period or within 31 days from the date you first become eligible to enroll in the plan.
 - Children of a domestic partner, who are not your own children, are not eligible for coverage.
- Married or unmarried dependent children under the age of 26 years.
- Off-island Dependent children or children who reside outside the Service area who are between the ages of 19 thru 25 years.
 - Coverage for off-island dependent children will terminate upon reaching the age of 26 years.

- Natural born children that have a different last name from the subscriber, you must provide:
 - A copy of the birth certificate which verifies you as a parent.
- For other dependents such as step children, legally adopted children, and children you have been awarded legal guardianship, you must provide the following:
 - Step Child(ren)
 - * Birth Certificate.
 - * Parents' marriage certificate.
 - Legal Guardianship
 - * Legal Guardianship must be for "Full Guardianship" and not limited or shared. A copy of the guardian's latest income tax filing or an affidavit stating that the dependent will be included in the guardian's next tax filing.
 - * Birth Certificate.
 - * Court documentation signed by a judge ordering adoption or legal guardianship.
 - * Legal guardianship terminates no later than age 26.
 - * Unborn children awarded for legal guardianship are not eligible for coverage.
- Your disabled dependent child who is beyond the limiting age may continue to be eligible provided they are incapable of self-sustaining employment due to mental retardation or physical disability.
 - Proof of total disability from a licensed medical physician is required upon enrollment.
 - Proof of dependence, such as a copy of the subscriber's tax filing may be required.
- Q.M.C.S.O. or a copy of the qualified medical child support order must be provided. Children permanently residing outside the service area are only eligible to enroll in the plan if they qualify under the Q.M.C.S.O.
- If dependents are no longer eligible or if any changes to dependent coverage occurs, subscribers must inform the carriers and make appropriate class change in premiums.

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Enrollment Period

You may elect to enroll on any of these occasions.

- Initial Employment. You may enroll within 31 days from the date you first become eligible to enroll in the plan.
- Annual GovGuam Open Enrollment Period.
- Special Enrollment Periods: Full-time employees and their eligible dependent(s) may enroll outside of open enrollment as a result of a Qualifying Event as defined by H.I.P.A.A. Under H.I.P.A.A. a Qualifying Event is an event that causes you to loose coverage in another health plan due to:
 - Termination of spouse's coverage or death of your spouse.
 - Divorce, Annulment or Legal Separation from your spouse.
 - Medicare or Medicaid eligibility ends.

A Special Enrollment opportunity also occurs if you acquire a new dependent through:

- Birth or Adoption.
- Legal Guardianship.
- Marriage.

Enrollment Applications or Change of Status (COS) Forms and any required documents must be submitted within 31 days following a Qualifying Event. If you have lost coverage in another health plan due to a Qualifying Event, you are also required to submit a H.I.P.A.A. Certificate of Creditable Coverage from your previous plan. Your previous plan is required to issue a H.I.P.A.A. Certificate to you in a timely manner.

Your coverage will begin on the first day of the first Premium Period following receipt of your Enrollment Application by Calvo's SelectCare.

For more information, please refer to the "Summary of Federally Mandated Programs" section of your Member this Handbook.

Adding Dependents and Changes to your Coverage

You are able to enroll your new dependent(s), if you get married, obtain legal guardianship, adopt a child or have a newborn baby as long as they meet the eligibility requirements. Coverage begins on the first day of a Premium Period, however, coverage for newborn dependents begins at birth, and coverage for adopted dependents begins on the actual date of custody of the dependent.

If you do not enroll your dependents within the 31 day period from when they first become eligible, you would have to wait to enroll them during GovGuam's next Open Enrollment Period.

To add dependents, you, as the subscriber must notify Calvo's SelectCare in the following manner:

- Complete a "Change of Status" Form (COS),
- Submit all Required Documentation as outlined above.

Updating Your Information

Your Enrollment Application contains pertinent information. This information is very important because it identifies you and your dependent(s) as eligible members. Please inform our Customer Service Department immediately of any error on your Member ID Card or any changes in name, address, phone numbers or email address.

Other Insurance

Please submit a copy of your other health or dental insurance ID card for coordination of benefit purposes (to Include Medicare).

Your Benefits: What the plan covers	Participating Providers	Non-participating Providers
DEDUCTIBLE PER INDIVIDUAL MEMBER	\$2,000	\$4,000**
DEDUCTIBLE PER FAMILY If an individual member of a family meets their \$2,800 embedded individual deductible, the plan begins to pay for covered services for that individual	\$4,000	\$12,000**
COVERAGE MAXIMUMS Individual member lifetime maximum	Unlimited	Unlimited
OUT OF POCKET MAXIMUMS (including accumulated deductible, copays, & member coinsurance) Per Individual member per policy year Per Family per policy year	\$4,000 \$12,000	\$30,000** \$90,000**
Any Services in the Philippines, Hawaii, the U.S. Mainland, and any foreign participating providers (Pre-Certification Required)		your doctor and approval rom the plan

Deductible and Co-Pay do not apply to these benefits when you go to a Participating Provider	Participating Providers	Non-participating Providers after Deductible is met:
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PREVENTIVE SERVICES (Out-Patient Only)

• In accordance with the guidelines established by the U.S. Preventive Services Task Force (USPSTF) Grades A and B recommendations.

• Members may choose to receive age appropriate annual physcial in the Philippines with no dollar limit

Annual exam includes preventive lab tests

ANNUAL PHYSICAL EXAM One exam every 12 months	Plan pays 100%	Not Covered
IMMUNIZATIONS/VACCINATIONS In accordance with the guidelines established by the Advisory Committee on Immunization Practices	Plan pays 100%	Not Covered
PRE-NATAL CARE Including Routine Labs and first Ultrasound	Plan pays 100%	Not Covered
WELL-CHILD CARE In accordance with the Bright Futures/American Academy of Pediatrics recommendations for Preventive Pediatric Health Care Infancy (Newborn to nine months) Maximum seven visits Early Childhood (One to four years old) Maximum seven visits Middle Childhood / Adolescence (Five to 17 years old) Maximum one visit/year	Plan pays 100%	Not Covered
WELL-WOMAN CARE In accordance with the guidelines supported by the Health Resources and Services Administration (HRSA) Contraceptives including Sterilization and Tubal Ligation	Plan pays 100%	Not Covered
ROUTINE CANCER SCREENINGS Including any applicable lab work, for cervical, prostate, colorectal, and breast (in accordance with PL 34-02, 34-03, and 34-109)	Plan pays 100%	Plan pays 50%*, Member pays 50%
ANNUAL EYE EXAM One exam every 12 months	Plan pays 100%	Not Covered
VISION CARE SUPPLIES Frames, lenses, contact lenses, fitting	Plan pays 100% up to \$150 per member per plan year Member pays anything beyond \$150	

* Eligible Charges for Non-Participating Providers are limited to the lesser of actual charges or Medicare's participating provider fee schedule in the geographic location where the service was rendered, unless otherwise provided in the Agreement. The Covered Person pays any excess above Eligible Charges. ** A separate deductible applies for services rendered by non-participating providers.

A full list of the Medical Exclusions can be found in the GovGuam FY2022 Member Handbook. Visit calvos.net to download the PDF.

Deductible must be met for these benefits	Participating Providers	Non-participating Providers after Deductible is met:
ACUPUNCTURE	Plan pays 80%	Plan pays 50%*
30 visits per member per plan year	Member pays 20%	Member pays 50%
AIRFARE BENEFIT TO CENTERS OF EXCELLENCE ONLY For members who meet qualifying conditions, Plan provides roundtrip airfare (Plan Approval Required)	Plan pays 100%	Not Covered
ALLERGY TESTING	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
AMBULATORY SURGI-CENTER CARE	Plan pays 80%	Plan pays 50%*
(Pre-Certification Required)	Member pays 20%	Member pays 50%
AUTISM SPECTRUM DISORDER	Plan pays 80%	Plan pays 50%*
(In compliance with Guam Law)	Member pays 20%	Member pays 50%
BLOOD & BLOOD DERIVATIVES	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
BREAST RECONSTRUCTIVE SURGERY	Plan pays 80%	Plan pays 50%*
(In accordance with 1998 W.H.C.R.A) (Pre-Certification Required)	Member pays 20%	Member pays 50%
CARDIAC SURGERY	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
CATARACT SURGERY	Plan pays 80%	Plan pays 50%*
Outpatient Only (including conventional lens)	Member pays 20%	Member pays 50%
CHEMICAL DEPENDENCY	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
CHEMOTHERAPY BENEFIT	Plan pays 80%	Plan pays 50%*
(Pre-Certification Required)	Member pays 20%	Member pays 50%
CONGENITAL ANOMALY DISEASES COVERAGE	Plan pays 80%	Plan pays 50%*
(Pre-Certification Required)	Member pays 20%	Member pays 50%
DIAGNOSTIC TESTING MRI, CT scan, and other diagnostic procedures (Pre-Certification Required)	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
DURABLE MEDICAL EQUIPMENT	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
ELECTIVE SURGERY	Plan pays 80%	Plan pays 50%*
(Pre-Certification Required)	Member pays 20%	Member pays 50%
EMERGENCY CARE For off-island emergencies, Plan must be contacted and advised within 48 hours 1. U.S. based and Out-of-U.S. emergency facility, physician services, laboratory, X-rays 2. Ambulance Services (Ground Transportation Only)	Plan pays 80% Member pays 20%	Plan pays 80%* Member pays 20%*
NON-EMERGENCY CARE	Plan pays 50%*	Plan pays 50%*
In a hospital emergency room	Member pays 50%	Member pays 50%

* Eligible Charges for Non-Participating Providers are limited to the lesser of actual charges or Medicare's participating provider fee schedule in the geographic location where the service was rendered, unless otherwise provided in the Agreement. The Covered Person pays any excess above Eligible Charges. ** A separate deductible applies for services rendered by non-participating providers.

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Deductible must be met for these benefits	Participating Providers	Non-participating Providers after Deductible is met:
END STAGE RENAL DISEASE / HEMODIALYSIS (Pre-Certification Required)	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
HEARING AIDS Maximum \$500 per member per plan year	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
 HOSPITALIZATION & INPATIENT BENEFITS 1. Room & Board for a semi-private room, intensive care, and surgery 2. All other inpatient hospital services including laboratory, x-ray, operating room, anesthesia and medication 3. Physician's hospital services 4. Inpatient Hospice (limited to 30 days) 	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
IMPLANTS (Limitations apply, please refer to contract) Limited to cardiac pacemakers, heart valves, stents, Intraocular lenses, orthopedic internal prosthetic devices	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
INHALATION THERAPY	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
MATERNITY CARE Labor and Delivery	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
NUCLEAR MEDICINE (Pre-Certification Required)	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
ORGAN TRANSPLANT Including but not limited to: Heart, Lung, Liver, Kidney, Pancreas, Intestine, Bone Marrow, Cornea. Benefits include organ donor. (Pre-Certification Required)	Plan pays 80% Member pays 20%	Not Covered
ORTHOPEDIC CONDITIONS Internal and External Prosthesis (Pre-Certification Required)	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
OUTPATIENT PHYSICIAN CARE & SERVICES Primary Office Visits	Member pays \$20 copay	Plan pays 50%* Member pays 50%
Specialist Office Visits	Member pays \$40 copay	Plan pays 50%* Member pays 50%
Outpatient Laboratory	Member pays \$20 copay	Plan pays 50%* Member pays 50%
X-Ray Services	Member pays \$20 copay	Plan pays 50%* Member pays 50%
Home Health Care 120 visits per plan year	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
Hospice Care Facility Outpatient maximum 180 days per plan year (Pre-Certification Required)	Plan pays 100%	Plan pays 50%* Member pays 50%
Allergy Serum & Injections Does not include those on the Specialtry Drugs List & Orthopedic injections	Plan pays 80%; Member pays 20%	Plan pays 50%* Member pays 50%

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Deductible must be met for these benefits	Participating Providers	Non-participating Providers after Deductible is met:
Chiropractic Care	Member pays \$40 copay	Plan pays 50%* Member pays 50%
Mental Health and Substance Abuse	Member pays \$20 copay	Plan pays 50%* Member pays 50%
Short Term Rehabilitation Includes coverage for Occupational, Physical and Speech Therapies; 60 combined visits per plan year	Member pays \$40 copay	Plan pays 50%* Member pays 50%
Urgent Care	Member pays \$50 copay	Plan pays 50%* Member pays 50%
Voluntary Second Surgical Opinion	Member pays \$40 copay	Plan pays 50%* Member pays 50%
RESCRIPTION DRUGS No Cost preventive drugs (specific list)	\$0 Member copay 30 day supply	
Preferred Generic Drugs	\$15 copay per month supply \$0 copay for 90-day Mail Order Drugs	Plan pays 50%* Member pays 50%
Preferred Brand Name Drugs	\$30 copay per month supply \$30 copay for 90-day Mail Order Drugs	
Non-Preferred Generic and Brand Name Drugs	\$100 copay per month supply \$100 copay for 90-day Mail Order Drugs	
Specialty Drugs (Medically Necessary Only and Pre-Certification Required)	\$100 Member Co-Pay (30 day supply)	Not Covered
Prescription Outside Guam/CNMI/USA Deductible does not apply	Plan pays 80%; Mem not to exceed Average Wh	
ADIATION THERAPY re-Certification Required)	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
DBOTIC SURGERY/ROBOTICS SUITE re-Certification Required)	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
XILLED NURSING FACILITY aximum 60 days per member per plan year (Pre-Certification Required)	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
EEP APNEA agnostics and Therapeutic Procedure (Pre-Certification Required)	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%
ERILIZATION PROCEDURES sectomy (Outpatient Only)	Plan pays 80% Member pays 20%	Plan pays 50%* Member pays 50%

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Your Benefits: What the plan covers	Participating Providers	Non-participating Providers
DEDUCTIBLE PER INDIVIDUAL MEMBER	\$1,500	\$3,000**
DEDUCTIBLE PER FAMILY If a member meets their \$1,500, the plan begins to pay for covered services for that member	\$3,000	\$9,000**
COVERAGE MAXIMUMS Individual member lifetime maximum	Unlimited	Unlimited
OUT OF POCKET MAXIMUMS (including accumulated deductible, copays, & member coinsurance) Per Individual member per policy year Per Family per policy year	\$3,000 \$9,000	\$30,000** \$90,000**
Any Services in the Philippines, Hawaii, the U.S. Mainland, and any foreign participating providers (Pre-Certification Required)		al from your doctor vance from the plan

Deductible and Co-Pay do not apply to these benefits when you go to a Participating Provider	Participating Providers	Non-participating Providers after Deductible is met:
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PREVENTIVE SERVICES (Out-Patient Only)

• In accordance with the guidelines established by the U.S. Preventive Services Task Force (USPSTF) Grades A and B recommendations.

• Members may choose to receive age appropriate annual physcial in the Philippines with no dollar limit

Annual exam includes preventive lab tests

ANNUAL PHYSICAL EXAM One exam every 12 months	Plan pays 100%	Not Covered
IMMUNIZATIONS/VACCINATIONS In accordance with the guidelines established by the Advisory Committee on Immunization Practices	Plan pays 100%	Not Covered
PRE-NATAL CARE Including Routine Labs and first Ultrasound	Plan pays 100%	Not Covered
WELL-CHILD CARE In accordance with the Bright Futures/American Academy of Pediatrics recommendations for Preventive Pediatric Health Care Infancy (Newborn to nine months) Maximum seven visits Early Childhood (One to four years old) Maximum seven visits Middle Childhood / Adolescence (Five to 17 years old) Maximum one visit/year	Plan pays 100%	Not Covered
WELL-WOMAN CARE In accordance with the guidelines supported by the Health Resources and Services Administration (HRSA) Contraceptives including Sterilization and Tubal Ligation	Plan pays 100%	Not Covered
ROUTINE CANCER SCREENINGS Including any applicable lab work, for cervical, prostate, colorectal, and breast (in accordance with PL 34-02, 34-03, and 34-109)	Plan pays 100%	Plan pays 70%*, Member pays 30%
ANNUAL EYE EXAM One exam every 12 months	Plan pays 100%	Not Covered
VISION CARE SUPPLIES Frames, lenses, contact lenses, fitting	Plan pays 100% up to \$150 per member per plan year Member pays anything beyond \$150	

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UTPATIENT PHYSICIAN CARE & SERVICES	Member paus	Dian nave 70%*
Primary Office Visits	Member pays \$20 copay	Plan pays 70%* Member pays 30%
	Member pays	Plan pays 70%*
Specialist Office Visits	\$40 copay	Member pays 30%
Autorations I above to w	Member pays	Plan pays 70%*
Outpatient Laboratory	\$20 copay	Member pays 30%
X-Ray Services	Member pays	Plan pays 70%*
	\$20 copay	Member pays 30%
Home Health Care	Plan pays 80%	Plan pays 70%*
120 visits per plan year	Member pays 20%	Member pays 30%
Hospice Care Facility Outpatient	Plan pays 100%	Plan pays 70%*
maximum 180 days per plan year (Pre-Certification Required)	Pidii pays 100%	Member pays 30%
Allergy Serum & Injections	Plan pays 80%;	Plan pays 70%*
Does not include those on the Specialty Drugs List & Orthopedic injections	Member pays 20%	Member pays 30%
Chivonyastis Caro	Member pays	Plan pays 70%*
Chiropractic Care	\$40 copay	Member pays 30%
Mantal Haaldh and Cubatanaa Abura	Member pays	Plan pays 70%*
Mental Health and Substance Abuse	\$20 copay	Member pays 30%
Short Term Rehabilitation	Manahan	Diana manya 700/*
Includes coverage for Occupational, Physical and Speech Therapies;	Member pays \$40 copay	Plan pays 70%* Member pays 30%
60 combined visits per plan year		
Urgent Care	Member pays	Plan pays 70%*
-	\$50 copay	Member pays 30%
Voluntary Second Surgical Opinion	Member pays \$40 copay	Plan pays 70%* Member pays 30%
	\$40 copay	
RESCRIPTION DRUGS		
No Cost preventive drugs	\$0 Member copay	
(specific list)	30 day supply	
	\$15 copay	
Preferred Generic Drugs	per month supply \$0 copay for 90-day	
	Mail Order Drugs	DI
	\$30 copay	Plan pays 70%* Member pays 30%
Des forme d Deserved Name Deserve	per month supply	
Preferred Brand Name Drugs	\$30 copay for 90-day	
	Mail Order Drugs	
	\$100 copay	
Non-Preferred Generic and Brand Name Drugs	per month supply	
	\$100 copay for 90-day Mail Order Drugs	
for a shallow Downey		
Specialty Drugs (Medically Necessary Only and Pre-Certification Required)	\$100 Member Co-Pay (30 day supply)	Not Covered
Prescription outside Guam/CNMI/USA	Plan pays 80%; Member pays 20% not to exceed Average Wholesale Price (AWP)	

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Deductible must be met for these benefits when you go to a Participating and Non-Participating Provider	Participating Providers	Non-participating Providers after Deductible is met:
ACUPUNCTURE	Plan pays 80%	Plan pays 70%*
30 visits per member per plan year	Member pays 20%	Member pays 30%
AIRFARE BENEFIT TO CENTERS OF EXCELLENCE ONLY For members who meet qualifying conditions, Plan provides roundtrip airfare (Plan Approval Required)	Plan pays 100%	Not Covered
ALLERGY TESTING	Plan pays 80% Member pays 20%	Plan pays 70%* Member pays 30%
AMBULATORY SURGI-CENTER CARE	Plan pays 80%	Plan pays 70%*
(Pre-Certification Required)	Member pays 20%	Member pays 30%
AUTISM SPECTRUM DISORDER	Plan pays 80%	Plan pays 70%*
(In compliance with Guam Law)	Member pays 20%	Member pays 30%
BLOOD & BLOOD DERIVATIVES	Plan pays 80% Member pays 20%	Plan pays 70%* Member pays 30%
BREAST RECONSTRUCTIVE SURGERY	Plan pays 80%	Plan pays 70%*
(In accordance with 1998 W.H.C.R.A) (Pre-Certification Required)	Member pays 20%	Member pays 30%
CARDIAC SURGERY	Plan pays 80% Member pays 20%	Plan pays 70%* Member pays 30%
CATARACT SURGERY	Plan pays 80%	Plan pays 50%*
Outpatient Only (including conventional lens)	Member pays 20%	Member pays 50%
CHEMICAL DEPENDENCY	Plan pays 80% Member pays 20%	Plan pays 70%* Member pays 30%
CHEMOTHERAPY BENEFIT	Plan pays 80%	Plan pays 70%*
(Pre-Certification Required)	Member pays 20%	Member pays 30%
CONGENITAL ANOMALY DISEASES COVERAGE	Plan pays 80%	Plan pays 70%*
(Pre-Certification Required)	Member pays 20%	Member pays 30%
DIAGNOSTIC TESTING MRI, CT scan, and other diagnostic procedures (Pre-Certification Required)	Plan pays 80% Member pays 20%	Plan pays 70%* Member pays 30%
DURABLE MEDICAL EQUIPMENT	Plan pays 80% Member pays 20%	Plan pays 70%* Member pays 30%
ELECTIVE SURGERY	Plan pays 80%	Plan pays 70%*
(Pre-Certification Required)	Member pays 20%	Member pays 30%
EMERGENCY CARE For off-island emergencies, Plan must be contacted and advised within 48 hours 1. U.S. based and Out-of-U.S. emergency facility, physician services, laboratory, X-rays 2. Ambulance Services (Ground Transportation Only)	Plan pays 80% Member pays 20%	Plan pays 80%* Member pays 20%*
NON-EMERGENCY CARE	Plan pays 50%*	Plan pays 50%*
In a hospital emergency room	Member pays 50%	Member pays 50%

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END STAGE RENAL DISEASE / HEMODIALYSIS	Plan pays 80%	Plan pays 70%*
(Pre-Certification Required)	Member pays 20%	Member pays 30%
HEARING AIDS	Plan pays 80%	Plan pays 70%*
Maximum \$500 per member per plan year	Member pays 20%	Member pays 30%
 HOSPITALIZATION & INPATIENT BENEFITS 1. Room & Board for a semi-private room, intensive care, and surgery 2. All other inpatient hospital services including laboratory, x-ray, operating room, anesthesia and medication 3. Physician's hospital services 4. Inpatient Hospice (limited to 30 days) 	Plan pays 80% Member pays 20%	Plan pays 70%* Member pays 30%
IMPLANTS (Limitations apply, please refer to contract) Limited to cardiac pacemakers, heart valves, stents, Intraocular lenses, orthopedic internal prosthetic devices	Plan pays 80% Member pays 20%	Plan pays 70%* Member pays 30%
INHALATION THERAPY	Plan pays 80% Member pays 20%	Plan pays 70%* Member pays 30%
MATERNITY CARE	Plan pays 80%	Plan pays 70%*
Labor and Delivery	Member pays 20%	Member pays 30%
NUCLEAR MEDICINE	Plan pays 80%	Plan pays 70%*
(Pre-Certification Required)	Member pays 20%	Member pays 30%
ORGAN TRANSPLANT Including but not limited to: Heart, Lung, Liver, Kidney, Pancreas, Intestine, Bone Marrow, Cornea. Benefits include organ donor. (Pre-Certification Required)	Plan pays 80% Member pays 20%	Not Covered
ORTHOPEDIC CONDITIONS	Plan pays 80%	Plan pays 70%*
Internal and External Prosthesis (Pre-Certification Required)	Member pays 20%	Member pays 30%
RADIATION THERAPY	Plan pays 80%	Plan pays 70%*
(Pre-Certification Required)	Member pays 20%	Member pays 30%
ROBOTIC SURGERY/ROBOTICS SUITE	Plan pays 80%	Plan pays 70%*
(Pre-Certification Required)	Member pays 20%	Member pays 30%
SKILLED NURSING FACILITY	Plan pays 80%	Plan pays 70%*
Maximum 60 days per member per plan year (Pre-Certification Required)	Member pays 20%	Member pays 30%
SLEEP APNEA	Plan pays 80%	Plan pays 70%*
Diagnostics and Therapeutic Procedure (Pre-Certification Required)	Member pays 20%	Member pays 30%
STERILIZATION PROCEDURES	Plan pays 80%	Plan pays 70%*
Vasectomy (Outpatient Only)	Member pays 20%	Member pays 30%

* Eligible Charges for Non-Participating Providers are limited to the lesser of actual charges or Medicare's participating provider fee schedule in the geographic location where the service was rendered, unless otherwise provided in the Agreement. The Covered Person pays any excess above Eligible Charges. ** A separate deductible applies for services rendered by non-participating providers.

A full list of the Medical Exclusions can be found in the GovGuam FY2022 Member Handbook. Visit calvos.net to download the PDF.

Retiree Supplemental Plan Schedule of Benefits

*Subscriber is required to have Medicare A and B

Eligibility Provision	
RETIREES & SURVIVORS Medicare A and B Primary	Qualified GovGuam retirees and survivors, who are age 65 and older and who are enrolled in Medicare Parts A & B Primary.
	Qualified retirees and survivors who are under 65 years of age with a disability or ESRD under Medicare.
RSP DEPENDENTS	Spouse or domestic partner who are both Medicare Part A and B, Primary Medicare A and B Primary
RSP DEPENDENTS Not Medicare A and B Primary	Spouse, domestic partner and children up to age 26, regardless of student status NOT Medicare Primary or NOT Medicare enrolled are eligible to participate in either the PP01500 or HSA2000 plan.

*Services covered by Medicare must be incurred by a Medicare participating provider. If your provider accepts Medicare assignment, then you pay nothing for covered charges. Services covered by Medicare and incurred at a non-Medicare provider within Guam/CNMI (or the United States) are not covered. If services are not covered by Medicare, services will only be covered at our participating provider per the benefits noted below. All services outside of Guam/CNMI require pre-authorization, to include the U.S. Mainland and Hawaii. With the exception of urgent and emergency care, services incurred outside of Guam/CNMI where pre-authorization was not obtained in advance of care will not be covered under the plan.

Plan pays Medicare Part A and Part B Deductible when applied by Medicare

Your Benefits: What the plan covers	In-Network Retiree Supplemental Plan Pays1
PLAN DESCRIPTION	Medicare A & B is primary. The GovGuam plan pays secondary. Medicare covered services should be incurred at a Medicare provider. Services not covered by Medicare, but covered by the plan, should be received at a carrier in-network provider. Carrier will pay primary in this circumstance. Out-of-Network services are not covered unless referred and pre-approved by an in-network provider.
OUT-OF-AREA SERVICES Any service outside Guam that includes but is not limited to Philippines, Hawaii, U.S. Mainland, Japan, Taiwan, and any foreign participating providers (Pre-Certification Required)	Requires a referral from your doctor and approval in advance from the plan; When Medicare is not payable (outside U.S.), covered services under the plan are paid at the copay or coinsurance listed and the Plan pays primary in this circumstance. There is no deductible under this plan.
COVERAGE MAXIMUMS Individual member annual maximum	Unlimited

Preventative Services (Out-Patient Only)	Retiree Supplemental Plan Pays	
In accordance with the guidelines established by the U.S. Preventive Services Task Force (USPSTF) Grades A and B recommendations. Notes: Members may choose to receive age appropriate annual physical in the Philippines with no dollar limit. Annual exam includes preven lab tests.		
ANNUAL PHYSICAL EXAM One exam every 12 months	Medicare covers; When Medicare is not primary, the plan pays 1009	
IMMUNIZATIONS/VACCINATIONS In accordance with the guidelines established by the Advisory Committee on Immunization Practices	Medicare covers; When Medicare is not primary, the plan pays 100%	

WELL-WOMAN CARE In accordance with the guidelines supported by the Health Resources and Services Administration (HRSA)	Medicare covers; When Medicare is not primary, the plan pays 100%
Contraceptives including Sterilization and Tubal Ligation	

🗊 A full list of the Medical Exclusions can be found in the GovGuam FY2022 Member Handbook. Visit calvos.net to download the PDF.

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Retiree Supplemental Plan Schedule of Benefits *su

*Subscriber is required to have Medicare A and B

Preventative Services (Out-Patient Only)	Retiree Supplemental Plan Pays	
ROUTINE CANCER SCREENINGS Including any applicable lab work, for cervical, prostate, colorectal, and breast (in accordance with PL 34-02, 34-03, and 34-109)	Medicare covers; When Medicare is not primary, the plan pays 100%	
ANNUAL EYE EXAM	Medicare covers;	
One exam every 12 months, covered in Guam only	When Medicare is not primary, the plan pays 100%	
VISION CARE SUPPLIES	Plan pays 100% up to \$150 per member per 12-months	
Frames, lenses, contact lenses, fitting	Member pays anything beyond \$150	
ROUTINE HEARING EXAM	Medicare covers;	
Includes one routine exam every 24 months	When Medicare is not primary, the plan pays 100%	

Outpatient Physician Care and Services	Retiree Supplemental Plan Pays	
PRIMARY OFFICE VISITS	Plan pays Medicare Part B deductible, and Medicare 20% coinsurance Member pays Nothing; Plan pays 80% when approved outside of Medicare	
SPECIALIST OFFICE VISITS	Plan pays Medicare Part B deductible, and Medicare 20% coinsurance Member pays Nothing; Plan pays 80% when approved outside of Medicare	
OUTPATIENT LABORATORY	Medicare covers; Member pays Nothing; Plan pays 80% when approved outside of Medicare	
X-RAY SERVICES	Medicare covers; Member pays Nothing; Plan pays 80% when approved outside of Medicare	
HOME HEALTH CARE 120 visits per plan year	Medicare covers; Member pays Nothing; Plan pays 80% when approved outside of Medicare	
HOSPICE CARE FACILITY OUTPATIENT maximum 180 days per plan year (Pre-Certification Required)	Plan pays 80%; Member pays 20%	
ALLERGY SERUM & INJECTIONS Does not include those on the Specialty Drugs List & Orthopedic injections	Medicare Primary: Plan pays 100% per visit Medicare Secondary: Plan pays 80% per visit outsic of Medicare, Member pays 20% per visit	
CHIROPRACTIC CARE	Plan pays 80%; Member pays 20%	
NTAL HEALTH AND SUBSTANCE ABUSE Plan pays Medicare Part B deductible, 20% coinsurance Member pays N Plan pays 80% when approved outside		
SHORT TERM REHABILITATION Includes coverage for Occupational, Physical and Speech Therapies; 60 combined visits per plan year	Medicare Primary: Plan pays 100% per admission Outside of Medicare: Plan pays 80% per admission, Member pays 20% per admission	
URGENT CARE	Plan pays Medicare Part B deductible, and Medicare 20% coinsurance; Member pays Nothing; Plan pays 80% when approved outside of Medicare	
VOLUNTARY SECOND SURGICAL OPINION	Plan pays Medicare Part B deductible, and Medicare 20% coinsurance; Member pays Nothing; Plan pays 80% when approved outside of Medicare	

A full list of the Medical Exclusions can be found in the GovGuam FY2022 Member Handbook. Visit calvos.net to download the PDF.

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Retiree Supplemental Plan Schedule of Benefits *su

*Subscriber is required to have Medicare A and B

Prescription Drugs	Participating Pharmacies Only
NO COST PREVENTIVE DRUGS (specific list)	\$0 copay 30 day supply
PREFERRED GENERIC DRUGS	\$15 Member Copay \$0 Member Co-Pay for 90-day Mail Order Drugs
PREFERRED BRAND NAME DRUGS	\$30 Member Co-Pay per month supply \$30 Member Co-Pay for 90-day Mail Order Drugs
NON-PREFERRED GENERIC AND BRAND NAME DRUGS	\$100 Member Co-Pay \$100 Member Co-Pay for 90-day Mail Order Drugs
SPECIALTY DRUGS (Medically Necessary Only and Pre-Certification Required)	\$100 Member Co-Pay
PRESCRIPTION OUTSIDE GUAM/CNMI/USA	Plan pays 80%; Member pays 20% not to exceed Average Wholesale Price (AWP)

Additional Benefits	Retiree Supplemental Plan Pays	
ACCUPUNCTURE 30 visits per member, per plan year	Medicare primary; Plan pays 100% Outside of Medicare: Plan pays 80%, Member pays 20%	
AIRFARE BENEFIT TO CENTERS OF EXCELLENCE ONLY For members who meet qualifying conditions, Plan provides roundtrip airfare (Plan Approval Required)	Plan pays 100%	
ALLERGY TESTING	Medicare primary; Plan pays 100% Outside of Medicare: Plan pays 80%, Member pays 20%	
AMBULATORY SURGI-CENTER CARE (Pre-Certification Required)	Medicare primary; Plan pays 100% Outside of Medicare: Plan pays 80%, Member pays 20%	
BLOOD & BLOOD DERIVATIVES	Medicare primary; Plan pays 100% Outside of Medicare: Plan pays 80%, Member pays 20%	
BREAST RECONSTRUCTIVE SURGERY (In accordance with 1998 W.H.C.R.A) (Pre-Certification Required)	Medicare primary; Plan pays 100% Outside of Medicare: Plan pays 80%, Member pays 20%	
CARDIAC SURGERY	Medicare primary; Plan pays 100% Outside of Medicare: Plan pays 80%, Member pays 20%	
CATARACT SURGERY Outpatient Only (including conventional lens)	Medicare primary; Plan pays 100% Outside of Medicare: Plan pays 80%, Member pays 20%	
CHEMICAL DEPENDENCY	Medicare primary; Plan pays 100% Outside of Medicare: Plan pays 80%, Member pays 20%	
CHEMOTHERAPY BENEFIT (Pre-Certification Required)	Medicare primary; Plan pays 100% Outside of Medicare: Plan pays 80%, Member pays 20%	
CONGENITAL ANOMALY DISEASES COVERAGE (Pre-Certification Required)	Medicare primary; Plan pays 100% Outside of Medicare: Plan pays 80%, Member pays 20%	
DIAGNOSTIC TESTING MRI, CT scan, and other diagnostic procedures (Pre-Certification Required)	Plan pays Medicare Part B deductible, and Medicare 20% coinsurance Plan pays 80% when approved outside of Medicare	
DURABLE MEDICAL EQUIPMENT (DME) (Pre-Certification Required)	Medicare primary; Plan pays 100% Outside of Medicare: Plan pays 80%, Member pays 20%	

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This booklet is designed to provide general information about the Calvo's SelectCare plans offered to Government of Guam employees, retirees and survivors. In the event of a discrepancy between this booklet and the contract, the terms of the contract will prevail.

Retiree Supplemental Plan Schedule of Benefits *su

*Subscriber is required to have Medicare A and B

Additional Benefits	Retiree Supplemental Plan Pays
ELECTIVE SURGERY	Medicare primary; Plan pays 100%
(Pre-Certification Required)	Outside of Medicare: Plan pays 80%, Member pays 20%
EMERGENCY CARE For off-island emergencies, Plan must be contacted and advised within 48 hours 1. U.S. based and Out-of-U.S. emergency facility, physician services, laboratory, X-rays 2. Ambulance Services (Ground Transportation Only)	Medicare primary; Plan pays 100% Outside of Medicare: Plan pays 80%, Member pays 20%
NON-EMERGENCY CARE	Medicare primary; Plan pays 100%
in a hospital emergency room	Outside of Medicare: Plan pays 80%, Member pays 20%
END STAGE RENAL DISEASE / HEMODIALYSIS	Medicare primary; Plan pays 100%
(Pre-Certification Required)	Outside of Medicare: Plan pays 80%, Member pays 20%
HEARING AIDS	Medicare primary; Plan pays 100%
Maximum \$500 per member per plan year	Outside of Medicare: Plan pays 80%, Member pays 20%
 HOSPITALIZATION & INPATIENT BENEFITS 1. Room & Board for a semi-private room, intensive care, coronary care and surgery 2. All other inpatient hospital services including laboratory, x-ray, operating room, anesthesia and medication 3. Physician's hospital services 4. Inpatient Hospice limited to 30 days 	Medicare Primary: Plan pays 100% per admission Outside of Medicare: Plan pays 80% per admission, Member pays 20% per admission
IMPLANTS (Limitations apply, please refer to contract) Limited to cardiac pacemakers, heart valves, stents, Intraocular lenses, orthopedic internal prosthetic devices	Medicare primary; Plan pays 100% Outside of Medicare: Plan pays 80%, Member pays 20%
INHALATION THERAPY	Medicare primary; Plan pays 100% Outside of Medicare: Plan pays 80%, Member pays 20%
NUCLEAR MEDICINE	Medicare primary; Plan pays 100%
(Pre-Certification Required)	Outside of Medicare: Plan pays 80%, Member pays 20%
ORGAN TRANSPLANT (Pre-Certification Required) Including but not limited to: Heart, Lung, Liver, Kidney, Pancreas, Intestine, Bone Marrow, Cornea (Benefits include organ donor)	Medicare primary; Plan pays 100% Outside of Medicare: Plan pays 80%, Member pays 20%
ORTHOPEDIC CONDITIONS	Medicare primary; Plan pays 100%
Internal and External Prosthesis (Pre-Certification Required)	Outside of Medicare: Plan pays 80%, Member pays 20%
RADIATION THERAPY	Medicare primary; Plan pays 100%
(Pre-Certification Required)	Outside of Medicare: Plan pays 80%, Member pays 20%
ROBOTIC SURGERY/ROBOTICS SUITE	Medicare primary; Plan pays 100% Outside of Medicare: Plan pays 80%, Member pays 20%
SKILLED NURSING FACILITY	Medicare primary; Plan pays 100%
Maximum 60 days per member per plan year (Pre-Certification Required)	Outside of Medicare: Plan pays 80%, Member pays 20%
SLEEP APNEA	Medicare primary; Plan pays 100%
Diagnostics and Therapeutic Procedure (Pre-Certification Required)	Outside of Medicare: Plan pays 80%, Member pays 20%
STERILIZATION PROCEDURES	Medicare primary; Plan pays 100%
Vasectomy (Outpatient Only)	Outside of Medicare: Plan pays 80%, Member pays 20%

(1) If a benefit is covered by Medicare, the RSP will cover the Part A or B deductible and the 20% coinsurance. If a benefit is NOT COVERED by Medicare, the RSP will cover the percentage indicated on the Schedule of Benefits.

🗊 A full list of the Medical Exclusions can be found in the GovGuam FY2022 Member Handbook. Visit calvos.net to download the PDF.

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Dental Self-insured by the Government of Guam Schedule of Benefits

Your Benefits: What the plan covers	Participating Providers In-Network	Non-participating Providers Out-of-Network
 DIAGNOSTIC & PREVENTIVE CARE Caries Susceptibility Test Exams (including Treatment Plan) (Once every 6 months) Fluoride Treatment (Annually for Children age 19 & under) Prophylaxis (Cleaning and polishing of teeth) (Once every 6 months) Sealants (For permanent molars of children age 15 & under) Space maintainers (For children age 15 & under) includes adjustments within 6 months of installation Study Models X-rays (Bite Wing. Maximum of 4 per Plan Year) X-rays (Full Mouth. Once every 3 years) 	100% of Eligible Expenses	70% of Eligible Expenses

BASIC & RESTORATIVE CARE	Participating Providers In-Network	Non-participating Providers Out-of-Network
 Emergency Services (during office hours) Pulp Treatment Routine Fillings (amalgam and composite resin) Simple Extractions Complicated Extractions Extraction of impacted teeth Periodontal Prophylaxis (cleaning and polishing once every 6 months) Periodontal Treatment Pulpotomy & Root Canals/Endodontic Surgery & Care Oral Surgery (1) Conscious Sedation and Nitrous Oxide (for children under the ages of 13) 	80% of Eligible Expenses	70% of Eligible Expenses

MAJOR & REPLACEMENT CARE	Participating Providers	Non-participating Providers
Fixed Prosthetics 1. Crowns & Bridges 2. Gold Inlays & onlays 3. Replacement of Crown Restoration (limited to once every 5 years)		
 Removable Prosthetics 1. Full Dentures (Once every 5 years) 2. Partial Dentures (Once every 5 years) 3. Each anethesia, only if medically or dentally necessary 4. Relines 5. Denture Repair 	50% of Eligible Expenses	35% of Eligible Expenses
DEDUCTIBLE	None	None
REGISTRATION FEE PER VISIT TO DENTIST	None	None
COVERAGE MAXIMUM PER MEMBER PER PLAN YEAR	\$1,000	

TERMS: (CONFIRM AGREEMENT OR IDENTIFY DISCREPANCIES)

1. Unused balances are not transferable to the following year.

2. Charges for Non-participating Providers are limited to the lesser of actual charges of the Company's determination or the usual, customary, and reasonable charge in geographic location where the service was rendered, unless otherwise provided in the agreement.

3. The Covered member pays any excess above Eligible Charges.

4. Additional bidder plan design comments:

(1) Oral Surgery is typically covered under this dental benefit. However, in the case of accidental injury to the mouth or teeth, biopsy of oral tissue, incision/drainage of abscess, and cyst or hematoma of floor of mouth, these items are covered under the medical plan.

A full list of the Dental Exclusions can be found in the GovGuam FY2022 Member Handbook. Visit calvos.net to download the PDF.

Comprehensive Provider Network

Local, national and international access to thousands of doctors, hospitals, dental and vision care providers

Taiwa

Hawaii 🔘

California

Hong Kong

Asia Providers

Philippines

• Cardinal Santos Medical Center

Korea

- Makati Medical Center
- Manila Doctor's Hospital
- National Kidney and Transplant Institute

Philippines

- St. Luke's Medical Center: Global City
- St. Luke's Medical Center: Quezon City
- The Medical City: Clark Freeport Zone, Pampanga
- The Medical City: Molo, Iloilo City
- The Medical City: Pasig City

Hong Kong

- Hong Kong Adventist Hospital Stubbs Road
- Gleneagles Hospital

Taiwan

- China Medical University Hospital
- Shin Kong Wu Ho-Su Memorial Hospital
- Taiwan Adventist Hospital

Japan

- Kameda Medical Center, Chiba
- Kameda Kyobashi Clinic, Tokyo

Korea

Samsung Medical Center

U.S. Direct Contracted Providers

California

- Doctor's Medical Center of Modesto
- Good Samaritan Hospital
- Keck Hospital of USC
- Long Beach Memorial Medical Center
- PIH Health Downey Hospital
- PIH Health Whittier Hospital
- USC Norris Cancer Center
- USC Verdugo Hills Hospital
- White Memorial Medical Center
- Anaheim Global Medical Center
- Cedars-Sinai Medical Center
- Chapman Global Medical Center
- Children's Hospital of Los Angeles
- Orange County Global Medical Center
- Sharp Chula Vista Medical Center
- Sharp Coronado Hospital and Medical Center
- Sharp Grossmont Hospital
- Sharp Memorial Hospital
- South Coast Global Medical Center
- St. John's Health Center

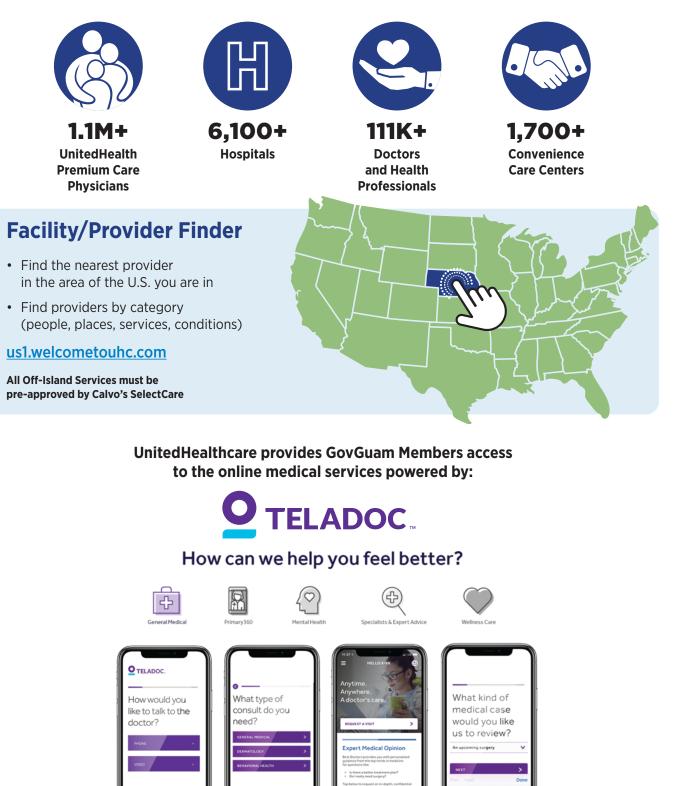
Hawaii

- Kapiolani Women & Children's Hospital
- Shriners Hospital for Children
- Straub Clinic and Hospital
- The Cancer Center of Hawaii
- University Clinical Education Research Associates

Bold Teal Text = Center of Excellence Black Text = Other Participating Provider



Through the partnership with UnitedHealthcare you can get access to a comprehensive medical network across the continental U.S.A.



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This booklet is designed to provide general information about the Calvo's SelectCare plans offered to Government of Guam employees, retirees and survivors. In the event of a discrepancy between this booklet and the contract, the terms of the contract will prevail.

Guam Providers:

Participating Guam Doctors and Dentists

Providers may change from time to time, we encourage you to call our customer service department.

Doctors

Cardiology Giambartolome, Alessandro* Inaba, Yoichi* Kim, Byungsoo* Palusinski, Robert* Prieto, Alejandro* Quiros, Juan - VISITING* Wiedermann, Joseph*

Dermatology LaTour, Donn - VISITING* Prodanovic, Edward - VISITING*

Yang, Hoseong Steve*

E.N.T. (Otolaryngology) Castro, Jerry* Ryu, David* Williams, Lawrence*

Endocrinology Alford, Erika* Rubio, Joel*

Family Practice

Adolphson, Arania* Akimoto, Vincent* Akoma, Ugochukwu* Anderson, Mark* Bryson, Julie* Campus, Hieu* Cook-Hyunh, Mariana Cruz. Luis* Flores, Lisa* Frickel, Wendy* Galgo, Geoffrey* Lee. Delores* Loder, Bryce Lom, Jitka Lujan, Davina* Manlucu, Luella* Mariano, Maria* Miyagi, Shishin* Nguyen, Hoa Van* Nguyen, Luan* Raab, Jeremy* Richardson, Ian Robinson, Michael* Samaniego, Maria Santos, Patrick

Schroeder Jr., Edmund* Terlaje, Ricardo*

Gastroenterology Farrell, Frank - VISITING*

Geriatrics Liu, Pei-Chang* Ouhadi, Faraz* Schroeder Jr., Edmund*

Hematology Coty, Paul* Friedman, Samuel* Huang Chen*

Infectious Disease Medicine

Magcalas, Edgardo* Ursales, Anna Leigh* Yamamoto, Michelle*

Internal Medicine

Agustin, Michael* Alford, Erika* Arcilla, Leopoldo* Chang, Young Chenet, Alix Duenas, Vincent A.* Inaba, Yoichi* Kang, Jiyeong* Lim, Doris* Lim Jr., Johnny* Lizama, Florencio Larry T.* Magcalas, Edgardo* Nerves. Robert C.* Osman, Sharleen* Ouhadi, Faraz* Preston, Donald* Rubio, Joel* Safa, Saied* Samonte, Romeo* Taitano, John Ray* Thorp, Jonathan* Trinh, Tien* Ursales, Anna Leigh* Villa, Eden Yamamoto, Michelle*

Nephrology Dissadee. Mana*

Mesbah, Anita* Nerves, Robert C.* Osman, Sharleen* Philips, Sherif* Safa, Saied*

Neurology Carlos, Ramel* Hale, Justin*

OB/GYN Bieling, Friedrich* Bordallo, Annie U. Gabel, Jeffrey Hirata, Greigh - VISITING Jyung, Jin* Miller, Vanessa* Sidell, Jonathan* Shieh, Thomas Swena, Deborah* Todd, Rose* Underwood, Teresa

Oncology

Au, Kin-Sing* Coty, Paul* Friedman, Samuel* Huang, Chen* Ko, Song-Chu*

Ophthalmology

Burton, Gregory P.* DeBenedictis, Marjorie* Flowers, Charles Horio, Blake* Jack, Robert* Klocek, Matthew* Lombard, Peter* Margalit, Eyal Ng, Eugene - VISITING* Parks, David - VISITING* Smith, Anthony Wresh, Robert*

Orthopedics

Arafiles, Ruben* Cunningham, Glenn* Galang, Carmelino* Kim, Andrew*

Pediatrics

Blancaflor, Maria Carrera, Yolanda Del Rosario, Amanda Domalanta, Dina Fojas, Milliecor Garcia, Antonio Garrido, John Linsangan, Gladys Manaloto, Cristina Sarmiento, Dennis Um, Michael Walker, Jasmine

Physical Medicine & Rehabilitaion Gaerlan, Maria Stella*

Gaerlan, Maria Stella*
Podiatry

Borja, Teresa* Kim, Sungwook* Prins, Dustin* Silan, Noel*

Pulmonology/Critical Care

Agustin, Michael* Aguon, Joleen* Hernandez, Mary Elizabeth*

Radiology

Berg, Nathaniel* Fenton, Michael* Hum, Barbara* Khandelwal, Ashish* Lizama, Vincent Mallikarjunappa* Nguyen, Tuan* Packianathan, Xavier* Piana, Peachy* Pomeranz, Steven* Schneider, Michael Shay, Jeffery* Spak, Eric* Tan, Kenneth Taylor, Laura* Thorisson, Hjalti Young, John*

Sleep Medicine

Barthlen, Gabriele* Lin, Shih Hao* Schumann, Richard

Surgery-General

Bandy, Nicholas* Cruz, Micholas* Cruz, Michael* Eusebio, Christian* Eusebio, Ricardo B.* Go, Peter* Helm, Josseph* Im, Sunggeun* Kobayashi, Ronald* Leon Guerrero, Alexandra* Li, Doris Sophia* Medina, Daniel* Oh, Daniel* Rahmani, Kia* Sandy, Gisella* Saw, Eng*

Surgery-Hand & Microsurgery Landstrom, Jerone*

Surgery-Neurological Hayashida, Steven Nyame, Verrad* Weingarten, David

Surgery-Plastic & Reconstructive Fegurgur, John*

Surgery Vascular Eusebio, Ricardo* Kobayashi, Ronald*

Urology Fenton, Ann* Petero, Virgilio*

Wound Care Acuna, Edna*

Pediatric Dentistry

Isa Dental Clinic Pediatric Dental Center Reflection Dental

Periodontics

Perio Health Institute Pacific Rim Premier Dentistry

Dentists

General Dentistry

Brady, Timothy Dededo Dental Center Family Dental Center Fernandez, Michael GentleCare Dental Associates Hafa Adai Family Dental, P.C Harmon Loop Dental Office Isa Dental Clinic Island Dental Lee, Thomas K. Malabanan Jr., Ben Mangilao Dental Clinic Ordot Dental Clinic Paradise Smiles Dental Clinic Premier Dentistry Reflection Dental Seventh Day Adventist Dental Veloria, Tom S. Yang, Robert J. Yasuhiro, Stanley

Endodontics Premier Dentistry

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Guam Providers:

Participating Clinics, Hospitals, Pharmacies and Services

Providers may change from time to time, we encourage you to call our customer service department.

Participating Clinics

Adult Health Care Clinic* American Medical Center* American Pediatric Clinic, LLC Byungsoo Kim. M.D.* Cancer Center of Guam, LLP* Center for Women's Health Central Medical Clinic* Dededo Polymedic Clinic Evergreen Health Center* **Express Care Health** & Skin Care Center Guam Adult & Pediatric Clinic* Guam Behavioral Health & Wellness Center* Guam Dermatology Institute* Guam Dialysis Center* Guam E.N.T., LLC*

Allied Services

Acupuncture

Baik, Jong Sun Chong, Richard Yu, Jong

Audiology Koffend, Renee*

Behavioral Health

Aguon, Risha Aquino, JoBeth Baleto, Jesse Baynum, Andri Baza, Joleen Baza, Lisa Bellis, Kirk Bordallo, Sandra Camacho, Lavina Chargualaf, Melissa Cristobal, Hope Guilliot, Rosemarie Hunterspeaks Organization Kallingal, George Leitheiser, Andrea Lizama, Tricia Natividad, LisaLinda Perez. Lilli

Guam Foot Clinic* Guam Hearing Doctors* Guam Medical Care* Guam Medical Health Care Center Guam Medical Imaging Center* Guam Orthopedic Clinic* Guam Radiology Consultants* GRMC Specialty Care Center* Guam SDA Clinic* **Guam Sleep Center*** Guam Specialist Group, PLLC* Guam Surgical Group* Guam Surgicenter, LLC* Guam Urology, LLC* Hagatna MED Clinic* Harmon Pediatrics Health Partners. LLC*

Romero, Amy Rosario-Sanchez, Katrina Santos, Jamela Swaddell, Joan Tolentino, Doris Toves, Louise

Chiropractic

Arthur, Steve Beckwith, Nicholas Dimalanta, Albert J. Gregory, Barbara Gregory, Robert W. Larkin, Gary Larkin, Lani F. Larkin, Scott Miller, Gregory J.* Nicdao, Placido White, Roderick

Durable Medical Equipment

Guam Med* Health Services of the Pacific* Healthcare Specialties* Isla Home Infusion, Inc. Medquest Medical Supply

Health Services of the Pacific* Hepzibah Family Medical Clinic* IHP Medical Group* Island Cancer Center* Island Eye Center* Island Surgical Center* Latte Stone Cancer Care* Leopoldo Arcilla, M.D.* Lombard Health* Marianas Footcare Clinic* Marianas Physicians Group MDX Imaging* Micronesia Medical and Anesthesia Assoc., PLLC* MPG Pediatrics, PC Northern Region Community Health Center

Home Health Care

Guam Visiting Nurses* Health Services of the Pacific* Isla Home Infusion Paradise Home Care

Laboratory

Diagnostic Laboratory Services & Bio Path*

- American Medical Center*
- Dededo Polymedic Clinic*
 Express Care Health & Skin Care*
- Express Care H - GITC Bldg*
- GITC Blag
- Guam Adult & Pediatric Clinic*
- Guam Medical Healthcare Center*
- Guam Medical Plaza*
- IHP Medical Group*
- PeMar Place*
- Peridi Pidce
- Sagan Amot Pharmacy*
 The Doctor's Clinic*

Optical

Agahan Optical FHP Vision Center* Garcia Optical Ideal Optical

Mega Drugs*

- Daily Plaza Bldg

- FHP Health Center

- Oka Plaza Building

Minutes Rx Pharmacy*

Pacific Cardiology Consultants* Pacific Hand Surgery Center* Pacific Medical Group* Pacific Radiology, Inc. Pacific Retina Group, LLC* Pacific Retina Specialists Pacific Sleep Care Pacific Sleep Center Pediatric & Asthma Clinic, PC Renal Centers of Guam* Romeo Samonte, M.D.* Sagua Managu SDA Wellness Center

Omnihealth Wound Care

and Hyperbaric Medicine*

One Love Pediatrics

Ideal Vision Center

New 20/20 Vision Center

Physical Therapy

Guam Regional Medical City*

Campos, Leonard

Seventh Day Adventist Eye Clinic*

Lombard Health

Vision Express

Bright, Kim

Chan, Keith

Chong, Dae-II*

Claros, Ryan

Golez, Rolan

Kim, Justin*

O'Connor, Shannon

In-Area

Hospitals

Pagaduan, Marc

Southern Region Community Health Center St. Lucy's Eye Clinic* The Doctor's Clinic* The Neurology Clinic* The Pediatric and Adolescent Clinic The Weingarten Institute for Neuroscience The Women's Clinic Thomas Shieh, M.D. Tumon Kidney Center* Tumon Medical Office U.S. Renal Care Finegayan Dialysis* U.S. Renal Care Sinajana Dialysis* United Family Medical Center Young Chang, M.D.

Santos, Isaias* Sibug, Mary Ann S.O.A.R. Physical Therapy

Radiology

Guam Medical Imaging Center* Guam Radiology Consultants* MDX Imaging* Pacific Radiology, Inc.* The Doctor's Clinic*

Sleep Center

Guam Sleep Center Pacific Sleep Care Pacific Sleep Center

Speech Pathology Duenas, Nicole

Guam

Guam Memorial Hospital Authority Guam Regional Medical City

CNMI

Commonwealth Health Center

Participating Guam Pharmacies

Community Pharmacy*

- American Medical Center (Tumon)
- Guam Adult & Pediatric Clinic

Evergreen Pharmacy and Supplies*

- Express Med Pharmacy* - American Medical Center
- American Medical Center (Mangilao) - Dededo

Guam Rexall Drugs* Harmon Drugs*

Guam Medical Pharmacy*

ITC Pharmacy* - ITC Building - Photo Town Plaza

K-Mart Pharmacy*

- Oka Pharmacy* Pacific Healthcare Pharmacy*
- Perezville Pharmacy*

Polymedic Pharmacy*

Sagan Amot Pharmacy*

Seventh Day Adventist Pharmacy*

Super Drug*

- Dededo Pay-Less
- IHP Medical Group
- Maite Pay-Less - Oka Pay-Less
- Yigo Pay-Less

Benefits provided by:

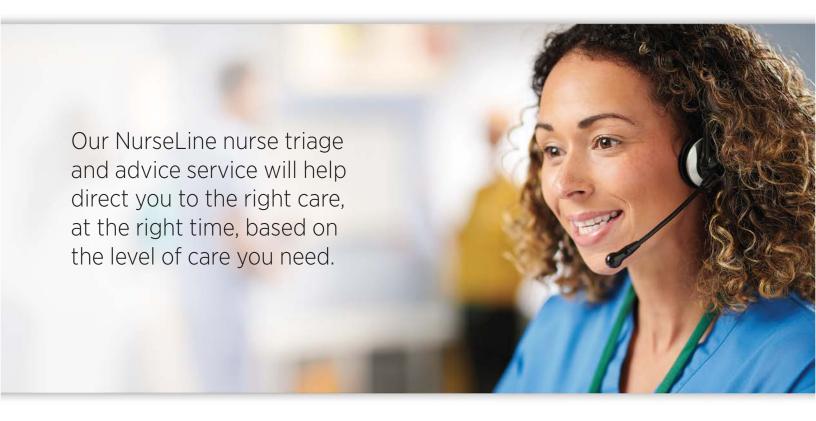


Pharmacy Benefits Manager BIN: 003650 Processor Control: 64

Providers marked with an asterisk (*) are Medicare Providers

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24-hour support:

Toll-free access to NurseLine nurses 24 hours a day, seven days a week for triage support and clinical guidance.

Triage support:

NurseLine provides comprehensive clinical guidance to help you decide the most cost-effective levels of care, whether that is the emergency room, an urgent care center, their physician or even virtual care.

Health education:

Supported by 700 triage guidelines and health education topics.

Experienced nurses:

All member interactions are with a clinician. NurseLine nurses are registered nurses with an average tenure of 15 years. Our nurses have extensive experience providing culturally appropriate triage services to members.

Accessibility:

TTY service available for the hearing impaired.

NurseLine provided by **OPTUM**



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Life Saving Benefits

When accidents strike, many patients need to be flown off island to receive the appropriate care. Our travel benefits provide safety and security, when you may need it most.





Air Benefit When certain critical conditions occur, you may qualify for round trip airfare to include:

- The member needing care
- An escort to provide assistance
- A medical escort, if medically neccesary

This benefit applies to our Center of Excellence Network only. Pre-certification and Pre-approval is required.

Our son had a rare medical condition and he could not seek the treatment needed. Our specialist recommended that the only means of travel was via **air ambulance**. Catherine Ngiratumerang



Air Ambulance Services 50% off Air Ambulance Services!

Air Ambulance and Plan approval required. Certain qualifying conditions apply.



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Wellness & Fitness

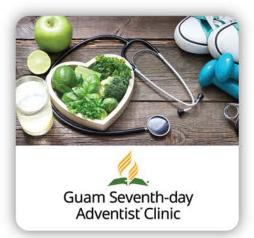
Our wellness programs provide a very dynamic and rewarding opportunity for our members to improve their lifestyle and become healthier.

Health Risk Assessments

Start your wellness journey by identifying what your health risks may be. Do you know how to reduce these risks?

Take our simple, secure, online health assessment. All answers are confidential. See questions about your health habits and history.

- Get reports uncovering risks you may not know about
- Identify health concerns that need your attention
- Find out your next steps to getting and staying healthy
- Share your reports with your doctors
- Stay informed with the Monthly "WellNotes" Newsletter



Wellness and Disease Management Programs

Free Programs

- Diabetes Management Program
- Stop Smoking Class
- OptumWellness Resources

Free classes on a first-come, first-served basis!

Programs at 50% coverage

Select

65

- Newstart
- Seven-day Detox
- Shape-Up
- 50% payment is fully reimburseable upon completion

Other Dietitian Programs with Payless Supermarkets and Sagua Mañagu are covered. *Providers may expand through the year.



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Gym Memberships: GovGuam Subscribers and Dependents

Gym Memberships - 100% Covered



Hagåtña Tel: 475-2100/1 Dededo Tel: 635-2100/1



Tamuning Tel: 929-8795



Maite Tel: 472-9642 Hagåtña Tel: 472-7674



Gym Memberships - Discounted Rates





Registration Link: https://tribegu.com/join-a-camp

Dededo

Tel: 633-2357(CFLS)



Health and Wellness Rewards

Earn up to \$200 (\$100 per person), Subscriber and spouse/domestic partner, by first completing the HRA and any one of the two remaining actions:

Complete the Online Health Risk Assessment (Required)

Get a Biometric Screening

Complete the Health Management Program with a participating Wellness Provider

Gym Fitness Reward

Members will be rewarded \$75 for each GovGuam guarter by working out 10 days per month for three (3) consecutive months.

(Must be 18 yrs. or older)



To earn the Gym/Fitness Reward, members must complete the following requirements:

- Enroll and complete the Calvo's SelectCare Health Risk Assessment
- Select one of our gym/fitness partners and receive your validation card
- Work out at least ten (10) days per month at the selected gym/fitness partner
- For three consecutive months per GovGuam Quarters: October to December, January to March, April to June, July to September
- Get your fitness card validated each day you work out
- Submit the completed validation cards to our administrative office no later than sixty (60) days after the end of each quarter

HRA must be completed prior to submission.

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Value-added Digital Services

Providing digital tools and media to enhance the health and wellness initiatives of every member

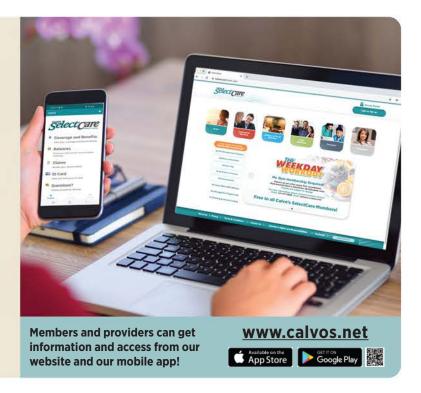
Calvo's SelectCare online



 View Claims Record: Medical, Dental, and Prescription Drug claims

Enroll on desktop or mobile device

- View Deductible Status and monitor out-of-pocket accumulators
- Submit Claims or other documents
- Access your Provider Directory to find a doctor or facility
- Access Cost Estimators for medical services in the U.S., Guam, and Asia
- Download or print Schedule of Benefits
- Download or print Member Handbook
- View or print membership card
- Access links to UnitedHealth and OptumRx



OPTUMRx^{*} | **Benefits**

OptumRx.com is a fast, easy and secure way to get information you need to make the most of your pharmacy benefit.

- Compare medication prices at different pharmacies
- Locate a network pharmacy
- Manage medication covered dependents and spouses
- View real-time benefits and claims history

The OptumRx Mobile App is designed for wellness on-the-go!

- Never miss dose
- Stay on top of medication refills
- Show your doctor exactly what medications you are taking
- Pull up your medication history anytime
- Learn about medication side effects
 & interactions and much more





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Member Communications

Staying informed is important, we provide frequent communications, including Monthly Wellness Newsletters, Provider Updates, Benefit Updates, Healthcare News, and Member Satisfaction Surveys.



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Online Enrollment

Visit <u>enroll.calvos.net/govguam</u> to use our online enrollment system! **It's fast and easy!**



New member

- Go to the calvos.net GovGuam webpage <u>enroll.calvos.net/govguam</u> or scan the QR Code above
- 2. Select "Previous Member" if you have previously subscribed to Calvo's SelectCare prior to 2019. Select "New Member" if this is your first enrollment with Calvo's SelectCare.
- Submit enrollment information. You can also upload applicable documentation such as birth certificates, legal guardianship, etc.
- 4. Upon submission you will receive email confirmation.

Welcome to Calvo's SelectCare

m Member Access

Previous Member?

Welcome to Calvo's SelectCare

5. Starting on October 4, 2021, you will be able to access your Member ID card, Member Handbook, Provider Directory and other Member Communications at <u>calvos.net</u> or on the Calvo's SelectCare Mobile App.



Select

Select

Frequently Asked Questions

Enrollment Questions

When is Open Enrollment?

- Open Enrollment starts on September 1 and ends on September 25, 2021.
- You may enroll online through the GovGuam Enrollment link on our website at calvos.net, submit your enrollment form to your respective agency or to our office.

Where can I get my Enrollment Packet?

You can obtain an Enrollment Packet from your agency, our office or on our website at <u>www.calvos.net</u>

Where do I send my Enrollment Form?

You may submit your enrollment form to your agency, our office or you can complete one online at <u>www.calvos.net</u>

I made a mistake on my Enrollment Form. Can I submit a corrected form?

If you completed a physical form and would like to submit a correction, please fill out a new form and be sure to write "Supersede" at the top of the form. If you completed a digital form, go back into the digital enrollment link and select "Edit Enrollment" to make the necessary changes.

What information is available to me on Calvo's SelectCare's website and mobile app?

We're happy to provide you with digital tools that will allow you to access your account information at a click of a button, in the comfort and safety of your own home. Through your account on our website, <u>www.calvos.net</u> and our mobile app, you can do it all:

- Digitally enroll
- View and print your digital member ID cards
- Take your annual Health Risk Assessment
- Securely submit any necessary document
- View you and your family's deductible and out-of-pocket status

- View your coverage and benefits
- View or download Member Handbook
- View or download Provider Directory
- View or download Drug Formulary
- Access link to the Lifestyle Club and Calvo's Insurance website: <u>www.calvos.com</u>
- Access link to our Pharmacy Benefits Manager, OptumRX: <u>www.optumrx.com</u>
- Access link to the UnitedHealthcare Provider finder: <u>www.us1.welcometouhc.com/find-a-doctor</u>

When will I be receiving a member ID card?

By October 4, 2021, you can obtain your digital member ID card by registering on our website <u>www.calvos.net</u> or downloading and registering the Calvo's SelectCare mobile app on your Android or iPhone.

Member ID cards will be mailed to you around two weeks after October 1, 2021.

Benefits Questions

Who handles my HSA plan? Your HSA plan is handled by ASC Trust. They can be contacted as follows:

- Local phone: 671-477-2724
- Toll free: 866-577-9049
- Website: ASCTrust.com

I am a new member. When are my benefits effective or when can I start using my insurance?

If you meet the Open Enrollment requirements, your coverage will become effective Oct. 1, 2021. You can use your benefits as of Oct. 1, 2021.

How do I access care without an ID card?

Your medical providers have access to eligibility information on our website and also through an automated fax recall system.

Pharmacy Questions

How does my provider request pre-certification for a medication?

Your provider can fax the pre-certification request to our office at 671-477-7304

How do I obtain a copy of the Plan's Drug Formulary?

Our drug formulary can be obtained through our website at <u>www.calvos.net</u>

How can I or my provider know if a medication requires pre-certification before I go to the pharmacy?

- You or your provider can reference our drug formulary to identify drugs that require pre-certification by the plan
- You or your provider can contact our Customer Service Department for assistance.

Coordination of Benefits Questions

Why does Calvo's SelectCare need to verify if I have other insurance coverage?

We need to know if there is more than one plan to provide benefits for a patient. It is necessary for us to identify which plan provides primary plan benefits and which plan provides secondary plan benefits. It is also important to update your COB record with the plan to avoid becoming responsible for any unpaid bills.

***Please note:** There is no dual coverage for the same dependents within the Government of Guam

Claim Questions

How do I submit a claim to Calvo's SelectCare?

- Online by logging into our website at calvos.net
- Submit the claim via email to service@calvos.com
- Mail to: Calvos SelectCare, P.O. Box FJ Hagatna Guam 96932
- Fax to: 1-671-477-4141
- Visit our main office in Hagatna

Off-Island Care Questions What steps to I need to take to receive care Off-Island?

In order for our office to properly coordinate and authorize your off-island medical service, you must provide us with the referral from your primary doctor; all pertinent medical records and diagnostic images; your preferred appointment date and the location of the participating clinic or facility. Please see your Member Handbook for more information.

How do I locate a participating provider outside of Guam?

View or download the Provider Directory from <u>www.calvos.net</u> for direct contracted providers or access the Unitedhealthcare Provider Finder at <u>www.us1.welcometouhc.com/find-a-doctor</u>

Off-island services do require a referral from your primary care provider and pre-approval from Calvo's SelectCare.

Your FY2022 Rates

Actives (Bi-Weekly)	HSA 2000	PPO 1500	Dental
Class 1: EE	\$32.27	\$99.77	\$6.77
Class 2: EE and Spouse/Domestic Partner	\$100.72	\$237.64	\$23.32
Class 3: EE and Child(ren)	\$84.49	\$194.03	\$18.35
Class 4: EE and Family	\$139.87	\$317.86	\$31.02

Retirees (Semi-Monthly)	HSA 2000	PPO 1500	Dental
Class 1: EE	\$130.66	\$130.56	\$7.34
Class 2: EE and Spouse/Domestic Partner	\$283.23	\$302.33	\$25.26
Class 3: EE and Child(ren)	\$241.21	\$248.71	\$19.88
Class 4: EE and Family	\$385.77	\$408.30	\$33.61

Retiree Supplemental Plan	Medical (Semi-Monthly)	Dental (Semi-Monthly)
Class 1: EE	\$31.68	\$7.34
Class 2: EE and Spouse/Domestic Partner	\$63.63	\$25.26
Class 3: EE and Child(ren)	\$0.00	\$19.88
Class 4: EE and Family	\$0.00	\$33.61

Office locations to better serve you

Guam	115 Chalan Santo Papa P.O. Box FJ Hagåtña, Guam 96932 Phone: 671-477-9808
	Fax: 671-477-4141
	•••••
Saipan	Oleai Center Bldg., San Jose P.O. Box 500035 Saipan, MP 96950-0035 Phone: 670-234-5690/9 Fax: 670-234-5696
	•••••
Palau	JR Professional Bldg., Suite 2 P.O. Box 10248 Koror, Palau 96940 Phone: 680-488-7222 Fax: 680-488-7333
	•••••
Philippines	5th Floor, First Life Center 174 Salcedo Street, Legaspi Village Makati City, Philippines Phone: +63-2-7759-2871 +63-2-8813-1989 Fax: +63-2-7759-3126
St. Luke's Medical Center Global City	Rm. 1008 10th Floor Medical Arts Building 32nd St. Bonifacio Global City Taguig City, 1112 Philippines Phone: +63-2-8555-0443 +63-2-8555-0448-51 Fax: +63-2-8555-0438
St. Luke's Medical Center Quezon City	Rm. 716 7th Floor, North Tower Cathedral Heights Building Complex St. Luke's Medical Center Compound #279 E. Rodriguez Sr. Avenue, Quezon City, Philippines Phone: +63-2-413-1312 Fax: +63-2-413-5721
The Medical City Pasig City	Business Center, 9th Floor The Medical City, Ortigas Center Pasig City, Philippines Phone: +63-2-477-2109
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Web	www.calvos.net





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