
SECTION 3 What benefits are not covered by the plan?

Section 3.1 Benefits not covered by the plan (exclusions)

This section tells you what kinds of benefits are “excluded”. Excluded means that the plan doesn’t cover these benefits. In some cases, we cover items or services that are excluded by Medicare under our plan’s Medicaid benefits. For more information about Medicaid benefits, call Member Services (phone numbers are on the back cover of this booklet).

The list below describes some services and items that aren’t covered by the plan under any conditions and some that are excluded by the plan only under specific conditions.

We won’t pay for the excluded medical benefits listed in this section (or elsewhere in this booklet), and neither will Original Medicare. The only exception: If a benefit on the exclusion list is found upon appeal to be a medical benefit that we should have paid for or covered because of your specific situation. (For information about appealing a decision we have made to not cover a medical service, go to Chapter 9, Section 6.3 in this booklet.)

In addition to any exclusions or limitations described in the Benefits Chart, or anywhere else in this *Evidence of Coverage*, **the following items and services aren’t covered under Original Medicare:**

- Services considered not reasonable and necessary, according to the standards of Original Medicare, unless these services are listed by our plan as covered services.
- Experimental medical and surgical procedures, equipment and medications, unless covered by Original Medicare or under a Medicare-approved clinical research study. (See Chapter 3, Section 5 for more information on clinical research studies.) Experimental procedures and items are those items and procedures determined by our plan and Original Medicare to not be generally accepted by the medical community.
- Surgical treatment for morbid obesity, except when it is considered medically necessary and covered under Original Medicare.
- Private room in a hospital, except when it is considered medically necessary.
- Private duty nurses.
- Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.

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- Full-time nursing care in your home.
 - Custodial care, unless it is provided with covered skilled nursing care and/or skilled rehabilitation services. Custodial care, or non-skilled care, is care that helps you with activities of daily living, such as bathing or dressing. Note, this benefit may be covered by Medicaid, contact your Medicaid plan for more information.
 - Homemaker services include basic household assistance, including light housekeeping or light meal preparation.
 - Fees charged by your immediate relatives or members of your household.
 - Meals delivered to your home.
 - Elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging and mental performance), except when medically necessary.
 - Cosmetic surgery or procedures, unless because of an accidental injury or to improve a malformed part of the body. However, all stages of reconstruction are covered for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.
 - Chiropractic care, other than manual manipulation of the spine consistent with Medicare coverage guidelines.
 - Routine foot care, except for the limited coverage provided according to Medicare guidelines.
 - Orthopedic shoes unless the shoes are part of a leg brace and are included in the cost of the brace or the shoes are for a person with diabetic foot disease.
 - Supportive devices for the feet, except for orthopedic or therapeutic shoes for people with diabetic foot disease.
 - Reversal of sterilization procedures, sex change operations, and non-prescription contraceptive supplies.
 - Acupuncture.
 - Naturopath services (uses natural or alternative treatments).

- Services provided to veterans in Veterans Affairs (VA) facilities. However, when emergency services are received at VA hospital and the VA cost sharing is more than the cost sharing under our plan, we will reimburse veterans for the difference. Members are still responsible for our cost-sharing amounts.

The plan will not cover the excluded services listed above. Even if you receive the services at an emergency facility, the excluded services are still not covered.