

SERFF Tracking Number: RENA-126524774 State: Arkansas
 Filing Company: Renaissance Life & Health Insurance Company of America State Tracking Number: 45829
 Company Tracking Number:
 TOI: H10G Group Health - Dental Sub-TOI: H10G.000 Health - Dental
 Product Name: Group Dental PPO Product
 Project Name/Number: /

Filing at a Glance

Company: Renaissance Life & Health Insurance Company of America

Product Name: Group Dental PPO Product SERFF Tr Num: RENA-126524774 State: Arkansas
 TOI: H10G Group Health - Dental SERFF Status: Closed-Approved- Closed State Tr Num: 45829

Sub-TOI: H10G.000 Health - Dental Co Tr Num: State Status: Approved-Closed
 Filing Type: Form Reviewer(s): Rosalind Minor
 Authors: Denise Chadwell, Veta Daniel Disposition Date: 06/07/2010
 Date Submitted: 05/28/2010 Disposition Status: Approved-Closed

Implementation Date Requested: On Approval

Implementation Date:

State Filing Description:

General Information

Project Name: Status of Filing in Domicile: Authorized
 Project Number: Date Approved in Domicile: 12/16/2009
 Requested Filing Mode: Review & Approval Domicile Status Comments: Domiciliary State: Indiana
 Explanation for Combination/Other: Market Type: Group
 Submission Type: New Submission Group Market Size: Small and Large
 Overall Rate Impact: Group Market Type: Employer
 Filing Status Changed: 06/07/2010 Explanation for Other Group Market Type: State Status Changed: 06/07/2010
 Deemer Date: Created By: Veta Daniel
 Submitted By: Veta Daniel Corresponding Filing Tracking Number:
 Filing Description:
 Renaissance Life & Health Insurance Company of America, NAIC 61700
 Group Indemnity Dental Insurance Policy, Forms D-200A-AR V2, et al., SERFF Tracking No. RENA-126524774

On behalf of Renaissance Life & Health Insurance Company of America (Renaissance), we are submitting the revised Group Dental PPO Policy and Certificate, etc. for your review and approval. This Policy was originally approved by your office August 27, 2008, SERFF Tracking No. RENA-125770181, State Tracking No. 40026 and also May 14, 2007,

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SERFF Tracking No. RENA-125151710, State Tracking No. 35721. A redlined and final copy are included in this filing. These revisions incorporate changes Renaissance has made to its policy and other attached forms. No other forms or documents have been changed. Please find the following items and their redlined revisions:

Group Dental PPO Policy - Form D-200A-AR V2;
Group Dental PPO Certificate - Form D-AR-0401A V3;
Declaration Pages - Form D-163A V3;
Summary Pages - Form D-164A V3;
Eligibility Enrollment/Update - Form D-002A V2;
Disputed Claims Appeal Procedure Addendum - Form D-412A V2.

Thank you in advance for your consideration. If you have any questions or concerns regarding this filing, please contact me at 517-347-5273 or via email at vdaniel@renaissancefamily.com.

Thank you.

Veta M. Daniel
Administrative Process Specialist

Company and Contact

Filing Contact Information

Veta Daniel, Administrative Product Specialist vdaniel@renaissancefamily.com
4100 Okemos Road 517-347-5273 [Phone]
Okemos, MI 48864 517-381-4565 [FAX]

Filing Company Information

Renaissance Life & Health Insurance Company CoCode: 61700 State of Domicile: Indiana
of America
P.O. Box 30381 Group Code: 477 Company Type: Life & Health
Lansing, MI 48909-7881 Group Name: State ID Number:
(800) 745-7509 ext. [Phone] FEIN Number: 47-0397286

Filing Fees

Fee Required? Yes
Fee Amount: \$50.00

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 Retaliatory? No
 Fee Explanation: Filing or review of policy/contract, endorsement or certificates, riders, applications, per
 submission - \$50.00
 Per Company: No

COMPANY	AMOUNT	DATE PROCESSED	TRANSACTION #
Renaissance Life & Health Insurance Company of America	\$50.00	05/28/2010	36889968
Renaissance Life & Health Insurance Company of America	\$250.00	06/07/2010	37031722

SERFF Tracking Number: RENA-126524774 State: Arkansas
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Correspondence Summary

Dispositions

Status	Created By	Created On	Date Submitted
Approved-Closed	Rosalind Minor	06/07/2010	06/07/2010

Objection Letters and Response Letters

Objection Letters				Response Letters		
Status	Created By	Created On	Date Submitted	Responded By	Created On	Date Submitted
Pending Industry Response	Rosalind Minor	06/02/2010	06/02/2010	Veta Daniel	06/07/2010	06/07/2010

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Disposition

Disposition Date: 06/07/2010

Implementation Date:

Status: Approved-Closed

Comment:

Rate data does NOT apply to filing.

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Schedule	Schedule Item	Schedule Item Status	Public Access
Supporting Document	Flesch Certification	Approved-Closed	Yes
Supporting Document	Application	Approved-Closed	Yes
Supporting Document	D-163A V3 PPO Declarations Redlined	Approved-Closed	Yes
Supporting Document	D-164A V3 PPO Summary Redlined	Approved-Closed	Yes
Supporting Document	D-413A V2 Disputed Claims Appeal Procedure Redlined	Approved-Closed	Yes
Supporting Document	D-AR-002A V2 Eligibility Enrollment Form Redlined	Approved-Closed	Yes
Supporting Document	D-100A-AR V2 PPO Policy Redlined	Approved-Closed	Yes
Supporting Document	D-AR-0412A V3 PPO Certificate Redlined	Approved-Closed	Yes
Form	Group Dental PPO Policy	Approved-Closed	Yes
Form	Group Dental PPO Certificate	Approved-Closed	Yes
Form	Declarations	Approved-Closed	Yes
Form	Summary of Dental Benefits	Approved-Closed	Yes
Form	Disputed Claims Appeal Procedure Addendum	Approved-Closed	Yes
Form	Eligibility Enrollment/Update	Approved-Closed	Yes

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Objection Letter

Objection Letter Status Pending Industry Response

Objection Letter Date 06/02/2010

Submitted Date 06/02/2010

Respond By Date

Dear Veta Daniel,

This will acknowledge receipt of the captioned filing.

Objection 1

- Group Dental PPO Policy, D-200A-AR V2 (Form)

Comment:

Our filing fees under Rule and Regulation 57 has been updated. Please review the General Instructions for ArkansasLH or Rule and Regulation 57.

The fee for this submission is \$50.00 per form for a total of \$300.00. Please submit an additional \$250.00 for this submission.

We will begin our review of this submission upon receipt of the additional filing fee.

Please feel free to contact me if you have questions.

Sincerely,

Rosalind Minor

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Response Letter

Response Letter Status Submitted to State
Response Letter Date 06/07/2010
Submitted Date 06/07/2010

Dear Rosalind Minor,

Comments:

Please find below our response to the Objection Letter received June 2, 2010.

Response 1

Comments: We have revised our fees and submitted an additional \$250 as required for this submission.

Related Objection 1

Applies To:

- Group Dental PPO Policy, D-200A-AR V2 (Form)

Comment:

Our filing fees under Rule and Regulation 57 has been updated. Please review the General Instructions for ArkansasLH or Rule and Regulation 57.

The fee for this submission is \$50.00 per form for a total of \$300.00. Please submit an additional \$250.00 for this submission.

We will begin our review of this submission upon receipt of the additional filing fee.

Changed Items:

No Supporting Documents changed.

No Form Schedule items changed.

No Rate/Rule Schedule items changed.

If you have any additional questions or concerns, please contact me at 517-34-5273 or via email at vdaniel@renaissancefamily.com.

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Form Schedule

Lead Form Number: D-200A-AR V2

Schedule Item	Form Number	Form Type	Form Name	Action	Action Specific Data	Readability	Attachment
Approved-Closed 06/07/2010	D-200A-AR V2	Policy/Contract/Certificate	Group Dental PPO	Revised	Replaced Form #: D-200A-AR Previous Filing #: RENA-125770181	0.000	D-200A-AR V2 PPO Policy Updated.pdf
Approved-Closed 06/07/2010	D-AR-0412A V3	Certificate	Group Dental PPO Certificate	Revised	Replaced Form #: D-AR-0412A V2 Previous Filing #: RENA-125770181	0.000	D-AR-0412A V3 Certificate Updated.pdf
Approved-Closed 06/07/2010	D-163A V3	Data/Declaration Pages	Declarations	Revised	Replaced Form #: D-163A Previous Filing #: RENA-125151710	0.000	D-163A V3 PPO Declarations 6-2009.pdf
Approved-Closed 06/07/2010	D-164A V3	Schedule Pages	Summary of Dental Benefits	Revised	Replaced Form #: D-164A V3 Previous Filing #: RENA-125151710	0.000	D-164A V3 PPO Summary 6-2009.pdf
Approved-Closed 06/07/2010	D-413A V2	Other	Disputed Claims Appeal Procedure Addendum	Revised	Replaced Form #: D-413A Previous Filing #: RENA-125151710	0.000	D-413A V2 RLHICA DISPUTED CLAIMS APPEAL PROCEDURE ADDENDUM Updated 5-2008.pdf
Approved-Closed 06/07/2010	D-AR-002A V2	Application/Enrollment Form	Eligibility Enrollment/Update	Revised	Replaced Form #: D-AR-002A Previous Filing #:	0.000	D-AR-002A V2 Eligibility Enrollment

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Updated.pdf



RenaissanceSM

Life & Health Insurance Company of America

Renaissance PPO

**Group Dental
PPO Policy**

P.O. Box 738 • Greenwood, Indiana 46142 • 888-358-9484 • www.RenaissanceDental.com

RENAISSANCE PPO
GROUP DENTAL PPO POLICY

Table of Contents

Section I.	Declarations	1
Section II.	Definitions.....	4
Section III.	Eligibility for Coverage	5
Section IV.	Continuation of Coverage.....	7
Section V.	Benefits	8
Section VI.	Exclusions and Limitations.....	13
Section VII.	Claims	14
Section VIII.	Agreements	14
Section IX.	General Provisions	15
Section X.	Term and Termination	16
Section XI.	Certificate of Coverage.....	17
Section XII.	Miscellaneous Requirements	17

This Policy is a legal contract between the policy owner and the insurer. **Read your Policy carefully.**

Renaissance Life & Health Insurance Company of America (Underwriting Entity)
Attn: Renaissance Administration
[P.O. Box 30381
Lansing, Michigan 48909-7881
Administrative Direct Line: 1-800-745-7509
Customer Service Direct Line: 1-888-358-9484]

Important Cancellation Information – Please Read The Provision Entitled, “Term And Termination,” Found On Page “16”.

Section II. Definitions

- A. Allowed Amount** – means the maximum dollar amount RLHICA will base Benefit payment upon for any Covered Service. For services rendered by In-Network Dentist, the Allowed Amount are pre-negotiated fees that the provider has agreed to accept as payment in full. For services rendered by Out-of-Network Dentist, RLHICA determines this amount using statistically valid claims data submitted to RLHICA and affiliates based on the most frequently charged fees by providers in the same geographic areas for comparable service and supply updated periodically using the most current codes and nomenclature developed and maintained by the American Dental Association. (This definition is only applicable if the Allowed Amount method for Benefit payment is shown in the Declarations Section)..
- B. Benefit Year** – means the calendar year, unless the Policyholder elects the Policy Year to serve as the Benefit Year. The Benefit Year is specified in the Declarations Section.
- C. Benefits** – means payment for dental services that have been selected under the Policy.
- D. Certificate Holder** – means all people who:
1. render service to the Policyholder as employees; and
 2. are certified as being eligible by the Policyholder; and
 3. receive compensation from the Policyholder; and
 4. are members of the group specified in the Declarations Section; or
 5. are retirees of the Policyholder subject to items 2 and 4 above and specified as eligible in the Declarations Section.
- E. Child** – means the Certificate Holder’s natural children, stepchildren, adopted children, or foster children placed in the foster home; children by virtue of legal guardianship during the waiting period for legal adoption or guardianship.
- F. Coinsurance** – means the percentage of the Allowed Amount for Covered Services that the Certificate Holder must pay toward treatment.
- G. Copayment** – means the dollar amount that the Certificate Holder must pay toward treatment.
- H. Covered Services** – means the unique dental services selected for benefits as described in the Declarations Section and subject to the terms and conditions of this Policy.
- I. Deductible** – means the amount an individual and/or a family must pay toward Covered Services before RLHICA begins paying for services under this Policy. If the Policyholder has selected a Deductible, it will be indicated in the Declarations Section.
- J. Dentist** – means a person licensed to practice dentistry in the state or country in which dental services are rendered.
- K. Eligible Dependent** – means (a) the Certificate Holder’s legal spouse and (b) any other dependents who meet the criteria for eligibility set forth in the Declarations Section. If dependent coverage has been selected, it will be included in the Declarations Section.
- L. Employee** – means a nonseasonal person who works on a full-time basis with a normal work week of 30 or more hours and who is otherwise eligible for coverage, but does not include a person who works on a part-time, temporary, or substitute basis.
- M. In-Network Dentist** – means a preferred provider Dentist that has entered into a contract to provide Covered Services for pre-negotiated fees that the Dentist has agreed to accept as payment in full. A current list of In-Network Dentists will be provided to each Certificate Holder.
- N. Legal Spouse** – means a person who is any of the following: (a) the spouse through a marriage legally recognized by the state in which the policy governing this Policy was issued; or (b) the partner through a

civil union legally recognized by the state in which the policy governing this Policy was issued [.]]; or [(c) the domestic partner of the Certificate Holder, so long as the requirements listed in the Declarations Section are met.]

- O. Limiting Age** – means the age at which a Child of the Certificate Holder is no longer eligible for dental Benefits under this Policy. A Child who has reached the end of the calendar year of his or her 19th birthday has attained the Limiting Age.
- P. Maximum Payment** – means the maximum dollar amount RLHICA will pay in any Benefit Year or lifetime for Covered Services. The Maximum Payment is specified in the Declarations Section.
- Q. Open Enrollment** – unless otherwise indicated in the Declarations Section, means the period of time an eligible person may enroll to receive dental benefits.
- R. Out-of-Network Dentist** – means a Dentist that has not entered into a contract to provide Covered Services for pre-negotiated fees.
- S. Policy** – means this document, including, if applicable, any appendices, supplements, riders, successor agreements, or renewals now or hereafter issued or executed.
- T. Policyholder** – means the employer, organization, or plan sponsor who holds the contract with the insurer.
- U. Policy Year** – means the 12-month period beginning on the first effective date of the Policy and each 12-month renewal period thereafter.
- V. Rate** – means the amount, per Certificate Holder and Certificate Holder class, the Policyholder agrees to pay RLHICA each month. This amount, or the information necessary to compute it, is specified in the Declarations Section.
- W. RLHICA** – means Renaissance Life and Health Insurance Company of America, a life, accident, and health insurer that underwrites health benefit programs.
- X. Renaissance PPO** – means Renaissance’s national preferred provider organization that can reduce the out-of-pocket expenses for an eligible person if they receive care from one of Renaissance’s PPO Dentist.
- Y. Submitted Amount** – means the fee a Dentist bills to RLHICA for a specific treatment.

Section III. Eligibility for Coverage

A. General Eligibility Rules

1. No person will be eligible for dental Benefits under this Policy unless the Policyholder has either currently enrolled that person as a Certificate Holder or currently listed or acknowledged that person as an Eligible Dependent and unless the enrollment or listing is allowed under this Policy.
2. Unless the eligibility requirements stated in the Declarations Section are different, an Eligible Dependent is:
 - a. The legal spouse of the Certificate Holder; or
 - b. An unmarried Child of the Certificate Holder who has not yet reached the end of the calendar year of his or her 19th birthday; or
 - c. An unmarried Child that meets all of the following criteria: (1) is under the age of [25]; (2) is a resident of the same state as the Certificate Holder, [or] [and] is a full-time student; (3) is dependent upon the Certificate Holder or the Certificate Holder’s Legal Spouse for support; and (4) does not have coverage, other than coverage as a dependent, under another dental insurance plan; or,
 - d. An unmarried Child of the Certificate Holder or the Certificate Holder’s legal spouse if, pursuant to a court decree, the Certificate Holder or the Certificate Holder’s legal spouse is financially responsible for the medical, health, or dental care of the Child; or

- e. An unmarried Child of the Certificate Holder who has reached the end of the calendar year of his or her 19th birthday and is both (1) incapable of self-sustaining employment by reason of a mental or physical condition and (2) chiefly dependent upon the Certificate Holder for support and maintenance. In the event that RLHICA denies a claim under this Policy for the reason that the Child has attained the Limiting Age for dependent children, the Certificate Holder has the burden of establishing that the Child continues to meet the two criteria specified above. If requested by RLHICA, the Certificate Holder shall submit medical reports confirming that the Child meets the two criteria specified above.
3. No person will be eligible for orthodontic Benefits under this Policy unless Class IV Benefits are selected in the Declarations Section and, even if Class IV Benefits are selected, no person will be eligible for orthodontic Benefits after the end of the calendar year of his or her 19th birthday, unless specified in the Declarations Section.

B. Effective Date of Eligibility

1. **Initial effective date:** All Certificate Holders on the effective date of this Policy are immediately eligible for dental Benefits. If dependents of the Certificate Holders are covered by this Policy, their eligibility commences on the same date as the Certificate Holders’.
2. **After the initial effective date:** For all Certificate Holders (and their Eligible Dependents, if specified in this Policy) not associated with the Policyholder on the initial effective date of this Policy, eligibility for dental Benefits will begin, unless stated otherwise, on the first day of the month following whichever of the following dates is applicable:
 - a. Newly hired or rehired employees: The date for which employment compensation begins or, if applicable, that date plus the number of days specified as a waiting period in the Declarations Section.
 - b. Spouse: Date of marriage.
 - c. Newborn: Eligibility for dental Benefits begins on the Child's actual date of birth, including conditions due to congenital malformation. A notice of birth together with the additional premium must be submitted to us within 90 days after the date of birth in order to continue coverage beyond the 90-day period.
 - d. Foster children, legal adoptions or guardianships: Eligibility for dental Benefits begins on the date the Child is placed in the foster home or with the Certificate Holder; then this Child will be covered on the same basis as a natural child. A Child adopted on or after the Insured’s effective date will be covered from the date of the filing of a petition for adoption if the Insured applies for coverage within 60 days after the filing of the petition for adoption. However, the coverage shall begin from the moment of birth if the petition for adoption and application for coverage is filed within 60 days after the birth of the Child. Coverage for an adopted Child shall terminate upon the dismissal or denial of a petition for adoption.
 - e. Stepchild: Date that the Child’s natural parent becomes a dependent eligible for dental Benefits.
 - f. All others: Date that RLHICA approves in writing the enrollment or listing of those people, unless compelled by a court or administrative order to provide health benefit plan coverage for a Child or Eligible Dependent.

Once eligible, Certificate Holders and their Eligible Dependents must enroll for coverage under this Policy within 30 days from the date upon which such Certificate Holder or Eligible Dependent becomes eligible for dental Benefits under the terms of Section III. B. immediately above or as outlined in the Declarations section. A Certificate Holder properly enrolls for coverage by completing all enrollment forms required by RLHICA, and submitting such forms to the Policyholder. If the Certificate Holder or Eligible Dependent does not properly enroll for coverage within 30 days from the date upon which he/she becomes eligible for dental Benefits, then such Certificate Holder or Eligible Dependent must wait until the next Open Enrollment period to enroll or as outlined in the Declarations section.

C. Termination of Eligibility

Eligibility for dental Benefits will terminate for all Certificate Holders and dependents under this Policy at the earlier of:

1. The termination of this Policy; or
2. The last day of the month for which payment has been made if the Policyholder fails to make the payments required by this Policy.

Eligibility of an individual Certificate Holder, and of the Eligible Dependents of that Certificate Holder, will also terminate if that Certificate Holder ceases to be a Certificate Holder as defined by this Policy. An Eligible Dependent also terminates upon lack of compliance with the eligibility requirements of this Policy.

In no event will eligibility for any person covered under this Policy continue beyond the date RLHICA is advised by the Policyholder to terminate that person's eligibility.

D. Conversion to an Individual Policy

A person whose eligibility under this Plan is terminated or who loses coverage under this Plan may be eligible to elect coverage under an individual conversion policy. Any request to obtain a conversion policy will be honored in accordance with applicable state law.

Section IV. Continuation of Coverage

A. Loss of Eligibility During Treatment

1. If a Certificate Holder and/or Eligible Dependent lose eligibility while receiving dental treatment, only Covered Services received while that individual was eligible under the plan will be payable.
2. Certain procedures begun before the loss of eligibility may be covered if the services were completed within a 30-day period measured from the date of termination. In those cases, RLHICA evaluates those services in progress to determine what portion may be paid by RLHICA. The balance of the total fee is the Certificate Holder's responsibility.

B. Continuation of Coverage – Disabled Dependent Children

The other provisions of this Policy notwithstanding, a Child's attainment of the Limiting Age does not terminate his or her eligibility under this Policy if the Child is both:

1. incapable of self-sustaining employment because of mental or physical condition; and,
2. chiefly dependent upon the Certificate Holder for support and maintenance.

C. Continuation Coverage

The other provisions of this Policy notwithstanding, eligibility for dental Benefits will continue for an individual who is required to be provided with and elects continuation coverage pursuant to the Consolidated Omnibus Budget Reconciliation Act (COBRA) provided:

1. The Policyholder elects COBRA coverage under this Policy.
2. Continuation coverage is required to be provided under COBRA.
3. The Policyholder notifies RLHICA that the individual is eligible for Benefits.
4. Coverage shall only be in effect up to the first day of the month after the individual notifies the Policyholder that he or she no longer wants coverage from RLHICA or until the end of the individual's continuation coverage period, whichever occurs first.
5. Further, coverage shall only remain in effect to the last day of the month for which payment has been made to RLHICA by the Policyholder. However, an individual's coverage may be retroactively

reinstated for the 60-day COBRA “election” period if the Policyholder pays the applicable Rate for the period. RLHICA may, at its sole option and without notice, continue coverage, if legally required.

6. Coverage will not continue beyond the termination of this Policy.

The individual is responsible for the costs of any service provided after an individual is no longer eligible for continuation coverage under this subsection. Proper and timely notification should be given to RLHICA to delete the individual’s coverage.

The monthly Rate that the Policyholder must pay on behalf of any individual who is provided coverage under this subsection will be based on the COBRA continuation coverage rates then in effect during that month.

An individual who continues coverage will be considered to be either a Certificate Holder or an Eligible Dependent under this Policy and the dental care certificate as long as coverage is provided under this section. RLHICA does not assume any of the obligations assigned by COBRA to the Policyholder or any employer (including the obligation to notify potential beneficiaries of their rights or options under COBRA), and the Policyholder agrees that it will perform those obligations in full.

Not all employers are subject to the continuation coverage requirements contained in COBRA. For those that are not, the above language in Section IV C does not apply. Employers should consult with their legal counsel to determine how and when the law applies.

Section V. Benefits

A. Types of Dental Benefits

RLHICA agrees to provide Benefits to Certificate Holders and Eligible Dependents under the policies and procedures of RLHICA and under the terms and conditions of this Policy, including, but not limited to, the classes, exclusions, and limitations listed below.

Unless otherwise specified in the Declarations Section, Benefits may be divided into the following classes, and are subject to the exclusions and limitations listed below. Please see the Declarations Section for the classification of Benefits, exclusions and limitations applicable under your Policy.

A detailed list of the Benefits provided under this Policy is available upon request by the Policyholder. All time limitations are measured either from the last date of service in any RLHICA plan or, at the request of the Policyholder, from the last date of service in any dental plan.

1. Class I Benefits

a. Diagnostic and Preventive Services:

Services and procedures to evaluate existing conditions and/or to prevent dental abnormalities or disease. These services include evaluations (examinations), prophylaxes (cleanings), bitewing X-rays and fluoride treatments. These services are subject to the following exclusions and limitations:

- i.** Topical fluoride treatments are payable twice in a Benefit Year for Children, under age 14.
- ii.** Benefits for oral evaluations rendered as a consultation or exam are payable twice in any Benefit Year, whether provided under one or more RLHICA plans.
- iii.** Benefits for prophylaxes are payable twice in any Benefit Year but not more than once in any six (6) month period.
- iv.** Bitewing X-rays are payable once in any Benefit Year.
- v.** Benefits for space maintenance are payable once per lifetime, per area on posterior teeth, for Children under the age of 14 years.

- vi. RLHICA will not make payment for preventive control programs, including home care items, oral hygiene instructions, nutritional counseling, and tobacco counseling and all charges for the same will be the responsibility of the Certificate Holder.
- vii. RLHICA will not make payment for tests and laboratory examinations (including, but not limited to cytology, bacteriology, pathology) and caries susceptibility tests and all charges for the same will be the responsibility of the Certificate Holder, unless otherwise indicated in the Declarations section.

2. Class II Benefits

a. Emergency Palliative Treatment

Emergency treatment to temporarily relieve pain.

b. Radiographs (x-rays)/Diagnostic Imaging

X-rays as required for routine care or as necessary for the diagnosis of a specific condition, subject to the following limitations:

- i. Full mouth X-rays (which include bitewing X-rays) or a panoramic x-ray (with or without bitewing x-rays) are payable once in any five-year period.
- ii. A serial listing of x-rays is paid as a full mouth series if the total fee equals or exceeds the fee for a complete series.
- iii. Any supplemental films with a full mouth series are part of the complete procedure.
- iv. Benefits for a cephalometric film, oral/facial images or diagnostic casts are not payable.
- v. Benefits for posterior-anterior or lateral skull and facial bone survey, sialography, temporomandibular joint films (including arthrograms) or tomographic films are not payable.

c. Minor Restorative Services

Minor restorative services to rebuild and repair natural tooth structure when damaged by disease or injury. These services include amalgam (silver) and resin (white) fillings, subject to the following exclusions and limitations:

- i. Amalgam and composite resin restorations are payable once per tooth surface within a 24-month period regardless of the number of combination of restorations placed on a surface.
- ii. RLHICA will not make payment for dentistry for aesthetic reasons and all charges for the same will be the responsibility of the Certificate Holder.

d. Simple Extractions

Simple extractions including local anesthesia, suturing, if needed, and routine post-operative care.

e. Sealants

Sealants are payable only for the occlusal surface of first permanent molars for Children under the age of nine and second permanent molars for Children under the age of 14. The surface must be free from decay and restorations. Sealants are a benefit payable once in any three-year period.

f. Periodontal Maintenance Following Therapy

Periodontal maintenance following active periodontal therapy procedures along with benefits for prophylaxes, including periodontal maintenance procedures, are payable twice in any Benefit Year. Full mouth debridement will be payable once in the Certificate Holder's lifetime.

g. Other Class II Services

- i. After hours visits, not to exceed once per Benefit Year.

3. Class III Benefits

a. Oral Surgery Services

Extractions and dental surgery, including local anesthesia, suturing, if needed, and routine postoperative care subject to the following exclusions and limitations:

- i.** RLHICA will not make payment for the following services, and all charges for the same will be the responsibility of the Certificate Holder: correction of congenital or developmental malformations, cosmetic surgery, or dentistry for aesthetic reasons.
- ii.** RLHICA will not make payment for the following benefits and services, and all charges for the same will be the responsibility of the Certificate Holder: any appliance or surgical procedure used to (a) change vertical dimension; (b) restore or maintain occlusions; (c) replace tooth structure lost as a result of abrasion, attrition or erosion; and, (d) splint or stabilize teeth for periodontal reasons.
- iii.** RLHICA will not make payment for the following benefits and services, and all charges for the same will be the responsibility of the Certificate Holder unless otherwise specified in the Declarations Section: appliances, restorations, x-rays or services for the diagnosis or treatment of temporomandibular disorders (TMD).
- iv.** RLHICA will not make payment for the following benefits and services, and all charges for the same will be the responsibility of the Certificate Holder: charges related to hospitalization or general anesthesia and/or intravenous sedation for restorative dentistry or surgical procedure unless a specified need is shown.

b. Endodontic Services

The treatment of teeth with diseased or damaged nerves (for example, root canals), subject to the following exclusions and limitations:

- i.** Benefits for endodontic therapy, endodontic retreatment, and apicoectomy/periradicular services are payable once per tooth in 24 months.
- ii.** Benefits for root canal fillings on primary teeth are limited to primary teeth without succedaneous (replacement) teeth.
- iii.** RLHICA will not make payment for the following benefits and services, and all charges for the same will be the responsibility of the Certificate Holder: pulp caps, maxillofacial prosthetics or myofunctional therapy.

c. Periodontic Services

The treatment of diseases of the gums and supporting structures of the teeth. These services are subject to the following exclusions and limitations:

- i.** Benefits for prophylaxes, including periodontal prophylaxes are payable twice in any Benefit Year. Full mouth debridement will be payable once in the Certificate Holder's lifetime.
- ii.** Benefits for root planing and scaling are payable once per area in any two-year period.
- iii.** Periodontal surgery is payable once per area in any three-year period.
- iv.** RLHICA will not make payment for the following benefits and services, and all charges for the same will be the responsibility of the Certificate Holder: any appliance or surgical procedure used to (a) change vertical dimension; (b) restore or maintain occlusions; (c) replace tooth structure lost as a result of abrasions, attrition or erosion; and (d) splint or stabilize teeth for periodontal reasons.

d. Major Restorative

Major restorative services, such as crowns, used when teeth cannot be restored with another filling material. These services are subject to the following exclusions and limitations:

- i.** Cast restorations (including crowns, onlays, veneers) and associated procedures such as cores and post substructures on the same tooth are payable once in any seven-year period.
- ii.** Porcelain, porcelain/ceramic substrate, porcelain/resin processed to metal, and cast restorations are not payable for Children less than 12 years of age.
- iii.** Benefits for core buildups, cast posts and cores, and prefabricated posts are limited to once per tooth.
- iv.** Optional treatment: If the Certificate Holder or Eligible Dependent selects a more expensive service than is customarily provided or for which RLHICA does not determine that a valid dental need is shown, RLHICA may make an allowance based on the fee for the customarily provided service.
- v.** Inlays, regardless of the material used: RLHICA will pay only the applicable amount that it would have paid for a resin-based composite restoration. The Certificate Holder will be responsible for any additional charges.
- vi.** RLHICA will not make payment for the following benefits and services and all charges for the same will be the responsibility of the Certificate Holder: any appliance or surgical procedure used to (a) change vertical dimension; (b) restore or maintain occlusions; (c) replace tooth structure lost as a result of abrasions, attrition or erosions; and, (d) splint or stabilize teeth for periodontal reasons.

e. Prosthodontic Services

Services and appliances that replace missing natural teeth (such as bridges, partial dentures, and complete dentures): RLHICA will make payment for procedures to replace a missing tooth or teeth that were lost before employment with this group, subject to the following exclusions and limitations:

- i.** One complete upper and one complete lower denture are Benefits once in any seven-year period.
- ii.** A partial denture, fixed bridge, or removable bridge and any associated services are payable once in any seven-year period.
- iii.** Fixed bridges and removable cast partials are not payable for Children less than 16 years of age.
- iv.** Benefits for tissue conditioning are payable twice per denture unit in any three-year period.
- v.** Endosteal implants are allowed once per tooth, per lifetime. RLHICA will not make payment if implant is placed within seven years following prosthodontic or major restorative services involving that tooth.
- vi.** RLHICA will not make payment for specialized implant surgical techniques, removal of implant, implant maintenance procedures, or implant repairs, and all charges for the same will be the responsibility of the Certificate Holder unless otherwise specified in the Declarations Section.
- vii.** RLHICA will not make payment for the following benefits and services, and all charges for the same will be the responsibility of the Certificate Holder: temporary, provisional or interim prosthodontic appliances; precision or semi-precision attachments or myofunctional therapy.

viii. RLHICA will not make payment for the following benefits and services, and all charges for the same will be the responsibility of the Certificate Holder: any appliance or surgical procedure used to (a) change vertical dimension; (b) restore or maintain occlusions; (c) replace tooth structure lost as a result of abrasions, attrition or erosion; and (d) splint or stabilize teeth for periodontal reasons.

f. Relines and Repairs

Relines and repairs to bridges, removable bridges, partial dentures, and complete dentures. A reline or a complete replacement of denture base material is limited to once in any three-year period per appliance.

g. Other Class III Services

- i. Benefits for an occlusal guard are payable only once in any five-year period.
- ii. Benefits for limited occlusal adjustments are payable once in a Benefit Year.
- iii. Office visits during regularly scheduled hours are payable once per Benefit Year.
- iv. RLHICA will not make payment for the following services, and all charges for the same will be the responsibility of the Certificate Holder: repair, relines, or adjustments of occlusal guards.

4. Class IV Benefits

Orthodontic Services

Services, treatment, and procedures to correct malposed teeth, subject to the following exclusions and limitations:

- a. RLHICA's payment for orthodontic services (Class IV Benefits) will be limited to the lifetime maximum specified in the Declarations Section of this Policy.
- b. Orthodontic Benefits are payable until the end of the calendar year of the 19th birthday of a Certificate Holder or Eligible Dependent unless otherwise specified in the Declarations Section.
- c. If the treatment plan is terminated before completion of the case for any reason, RLHICA's obligation will cease with payment up to the date of termination.
- d. The Dentist may terminate treatment, with written notification to RLHICA and to the patient, for lack of patient interest and cooperation. In those cases, RLHICA's obligation for payment of Benefits ends on the last day of the month in which the patient was last treated.
- e. RLHICA will not make payment for the following benefits and services and all charges for the same will be the responsibility of the Certificate Holder: lost, missing, or stolen appliances of any type and replacement or repair of an orthodontic appliance.

Section VI. Exclusions and Limitations

A. Exclusions:

In addition to the exclusions listed above in the Benefits section, RLHICA will not make payment for the following benefits and services, and all charges for the same will be the responsibility of the Certificate Holder, unless otherwise specified in the Declarations Section.

Services for injuries or conditions paid pursuant to Workers' Compensation or Employer's Liability laws. Benefits or services that are received from any government agency, political subdivision, community agency, foundation, or similar entity. NOTE: This provision does not apply to any programs provided under Title XIX Social Security Act, that is, Medicaid.

Services or appliances started prior to the date the person became eligible under this Policy, excluding orthodontic treatment.

1. Charges for failure to keep a scheduled visit with the Dentist.
2. Charges for completion of forms or submission of claims.
3. Services for which no valid dental need can be demonstrated, that are specialized techniques, or that are investigational in nature as determined by the standards of generally accepted dental practice.
4. Treatment by other than a Dentist, except for services performed by a licensed dental hygienist under the scope of his or her license.
5. Those Benefits excluded by the policies and procedures of RLHICA, including the Processing Guidelines.
6. Services or supplies for which no charge is made, for which the patient is not legally obligated to pay or for which no charge would be made in the absence of RLHICA coverage.
7. Services or supplies received as a result of dental disease, defect, or injury due to an act of war, declared or undeclared.
8. Services that are generally covered under a hospital, surgical/medical, or prescription drug program.
9. Services that are not within the classes of Benefits that have been selected and are not in this Policy.
10. RLHICA will not make payment for the following benefits and services and all charges for the same will be the responsibility of the Certificate Holder: prescription drugs, non-prescription drugs, premedications, localized delivery of chemotherapeutic agents, relative analgesia, non-intravenous conscious sedation, therapeutic drug injections, hospital visits, desensitizing medicaments and techniques, behavior management, athletic mouthguards, house/extended care facility visit, mounted occlusal analysis, complete occlusal adjustment, enamel microabrasions, odontoplasty or bleaching.

B. Limitations:

In addition to the limitations listed above in the Benefits section, the following limitations apply under this Policy, unless otherwise specified in the Declarations Section:

1. RLHICA's obligation for payment of Benefits ends on the last day of the month in which coverage is terminated under this Policy.
2. When services in progress are interrupted and completed later by another Dentist, RLHICA will review the claim to determine the amount of payment, if any, to each Dentist.
3. Care terminated due to the death of a Certificate Holder or Eligible Dependent will be paid to the limit of RLHICA's liability for the services completed or in progress.
4. The maximum Benefit payable in any one Benefit Year will be limited to the amount specified in the Declarations Section of this Policy.
5. If a plan Deductible amount is specified in the Declarations Section, RLHICA will not be obligated to pay for, in whole or in part, any services until the Deductible amount is met.

Section VII. Claims

A. Notice of Claim

Written notice of claim must be given within 20 days after a covered loss starts or as soon as reasonably possible. The notice may be given to RLHICA at its home office or to RLHICA's agent. Notice should include the name of the insured and the Policy number.

B. Claim Forms

RLHICA, upon receipt of a notice of claim, will furnish to the claimant such forms as are usually furnished by it for filing proofs of loss. If such forms are not furnished within 15 days after the giving of such notice the claimant shall be deemed to have complied with the requirements of this Policy as to proof of loss upon submitting, within the time fixed in the Policy for filing proofs of loss, written proof covering the occurrence, the character and the extent of the loss for which claim is made.

C. Proof of Loss

Written proof of loss must be given within 90 days after such loss. If it was not reasonably possible to give written proof in the time required, RLHICA shall not reduce or deny the claim for this reason if the proof is filed as soon as reasonably possible. In any event, the proof required must be given no later than 1 year from the time specified unless the claimant was legally incapacitated.

D. Payment of Claims

Upon receipt of all required claim information and in accordance with prompt payment of claim laws, RLHICA shall notify claimant within 30 days of receipt of claim as to whether the claim has been processed for payment, denied, or incomplete. If the claim is denied, RLHICA shall provide specific notice. If the claim is incomplete, RLHICA shall provide a description of all information needed.

Section VIII. Agreements

A. RLHICA Agrees:

1. To make no payments from the money received from the Policyholder for any services rendered to a person who is not eligible for dental Benefits as defined in this Policy.
2. To make payments in the following manner for Covered Services provided to the Certificate Holder and Eligible Dependents: RLHICA will base payment on the lesser of the Submitted Amount, and either the Allowed Amount or an amount based on a Table of Allowances, whichever is applicable. RLHICA will either send payment to the Certificate Holder who is responsible for paying the Dentist whatever he or she charges, or directly to the Dentist if the Certificate Holder or Eligible Dependent has assigned Benefit payments to the Dentist who rendered Covered Services under this Policy.
3. To provide standard reports to the Policyholder upon request for no additional charge and to provide agreed to non-standard reports on a time and materials basis.
4. That no agent has authority to change the Policy or waive any of its provisions and that no change in the Policy shall be valid unless approved by an officer of RLHICA and evidenced by endorsement on the Policy, or by amendment to the Policy signed by the Policyholder and RLHICA.
5. To provide the Policyholder 60 days prior written notice of any adjustment in Rates, Benefits, or Copayments payable under this Policy. Such adjustments may be made, at RLHICA's sole option to correct potential adverse group experience resulting from the following:
 - a. Information provided upon enrollment proves to be in error; or
 - b. Terms and provisions of the Policy are violated; or
 - c. Initial size or composition of the group changes to the extent it adversely affects the Rates.

If the Policyholder refuses to accept this adjustment, RLHICA may, in its sole discretion, implement the adjustment or an alternative adjustment or cancel this Policy.

B. Policyholder Agrees:

1. To pay RLHICA the monthly Rate specified in the Declarations Section of this Policy, in advance, unless otherwise specified in the Declarations Section.

2. To enroll as Certificate Holders all eligible employees or members of the Policyholder and to list, if covered, all Eligible Dependents of those Certificate Holders, to the extent required under the Policy. The Policyholder will provide RLHICA an accurate monthly statement of the total number and names of all Certificate Holders and, if applicable, all Eligible Dependents.
3. To permit RLHICA, by its auditors or other authorized representatives, on reasonable advance written notice, to inspect the Policyholder's record to verify the accuracy of lists of Certificate Holders and Eligible Dependents submitted to RLHICA. Clerical errors or delays in keeping or relaying data will not invalidate eligibility that would otherwise be validly in force or continue eligibility that would otherwise be validly terminated, if, after discovery of the errors or delays, an equitable adjustment of the Policyholder's payment can be made in a reasonable period of time.
4. To collect and pay to RLHICA any amounts that the Policyholder's Certificate Holders are required to pay to RLHICA under this Policy or any written employment contracts. Any amounts not collected will be the responsibility of the Policyholder.
5. To pay for any agreed to non-standard reports on a time and materials basis.

Section IX. General Provisions

A. Entire Contract:

This Policy, with the application and attached papers, is the entire contract between the Policyholder and RLHICA. No change in this Policy will be effective until approved by an officer of RLHICA. This approval must be noted on or attached to this Policy. No agent may change this Policy or waive any of its provisions.

B. Contesting Validity of Policy:

After 2 years from the issue date, only fraudulent misstatements in the application may be used to void the Policy or deny any claim for loss incurred or disability starting after the 2-year period. This provision shall be read in conjunction with state insurance laws and is not applicable in all jurisdictions and may only apply to non-payment of premium after 2 years from the issue date.

C. Grace Period:

This Policy has a 31-day grace period. This provision means that if a renewal premium is not paid on or before the date it is due, it may be paid during the following grace period. The grace period will not apply if, at least 30 days before the premium due date, RLHICA has delivered or mailed to the Policyholder's last address shown in RLHICA's records, written notice of RLHICA's intent not to renew this Policy. During the grace period, the Policy will stay in force.

D. Reinstatement:

If the renewal premium is not paid before the grace period ends, the Policy will lapse. Later acceptance of the premium by RLHICA, or by an agent authorized to accept payment without requiring an application for reinstatement, will reinstate this Policy. If RLHICA or its agent require an application, the Policyholder will be given a conditional receipt for the premium. If the application is approved, the Policy will be reinstated as of the approval date. Lacking such approval, the Policy will be reinstated on the 45th day after the date of the conditional receipt unless RLHICA has previously written the Policyholder of its disapproval. The reinstated Policy will cover only loss that results from an injury sustained after the date of reinstatement or sickness that starts more than 10 days after such date. In all other respects, the rights of the Policyholder and RLHICA will remain the same, subject to any provisions noted on or attached to the reinstated Policy. Any premiums RLHICA accepts for a reinstatement will be applied to a period for which premiums have not been paid. No premiums will be applied to any period more than 60 days before the reinstatement date.

E. Physical Examination:

RLHICA, at its own expense, shall have the right and opportunity to examine the person of the insured when and as often as it may reasonably require during the pendency of a claim hereunder where it is not prohibited by law.

F. Legal Actions:

No legal action may be brought to recover on this Policy within 60 days after written proof of loss has been given as required by this Policy, unless prohibited by applicable state law. No such action may be brought after the expiration of the applicable statute of limitations from the time written proof of loss is required to be given. This provision does not preclude the Policyholder or Certificate Holder from seeking a decision from a jury trial once all administrative appeals have been exhausted.

G. Change of Beneficiary:

Unless the insured makes an irrevocable designation of beneficiary, the right to change of beneficiary is reserved to the insured and the consent of the beneficiary or beneficiaries shall not be requisite to surrender or assignment of this Policy or to any change of beneficiary or beneficiaries, or to any other changes in this Policy.

H. Incorporation by Reference

This Policy shall not contain any provision purporting to make any portion of the charter, rules, constitution, or bylaws of RLHICA a part of this Policy unless the portion is set forth in full in this Policy, except in the case of the incorporation of, or reference to, a statement of rates, statement of classification of risks, or short-rate table filed with the State Department of Insurance.

Section X. Term and Termination

This Policy shall remain in full force and effect for the initial term and any renewal term of this Policy as specified in the Declarations Section. RLHICA will give the Policyholder at least 45 days' advance notice of cancellation, expiration, or nonrenewal. RLHICA shall have the option of terminating this Policy if:

- A.** The Policyholder fails to make a required payment within the expiration of the grace period specified; or
- B.** RLHICA elects to cancel pursuant to Section VIII(A)5 of this Policy; or
- C.** The Policyholder fails to furnish RLHICA with accurate enrollment data pursuant to Section VIII(B)2; or
- D.** The Policyholder permits voluntary enrollment of Certificate Holders and/or their dependents unless otherwise specified in the Declarations Section; or
- E.** The Policyholder voluntarily wishes to cancel this Policy and provides RLHICA with 30 days written notice of intent to cancel; or
- F.** The Policyholder refuses to allow RLHICA (by its auditors or other authorized representatives) to inspect the Policyholder's records to verify the accuracy of the eligible Certificate Holder and dependent list pursuant to Section VIII(B)3; or
- G.** The Policyholder has otherwise breached this Policy.

The Policyholder is entitled to a grace period of 31 days for the payment of any premium due except the first, during which period the Policy will remain in force. RLHICA shall have the option of terminating this Policy or placing all claims on hold status if the Policyholder fails to make a required payment before the expiration of the grace period. In the event RLHICA chooses to terminate this Policy due to nonpayment of premium, RLHICA will give the Policyholder notice of the termination within 45 days after the premium due date. The effective date of such termination shall be the first day of the period for which the premium is due.

Section XI. Certificate of Coverage

RLHICA will provide to the Policyholder for submission to the Certificate Holder a standard certificate of the Benefits provided under this Policy. The certificate entitles the Certificate Holders and their Eligible Dependents the right to receive care from a Dentist of their choice.

Section XII. Miscellaneous Requirements

- A.** RLHICA will enroll as Certificate Holders all eligible employees of the Policyholder and list, if covered, all Eligible Dependents of those Certificate Holders, to the extent required under this Policy. The Policyholder will provide RLHICA an accurate monthly statement of the total number and names of all Certificate Holders and, if applicable, all Eligible Dependents.
- B.** In the absence of fraud, all statements, made by the Policyholder or by the individuals insured, shall be deemed to be representations and not warranties.
- C.** If this Policy is in violation of the laws of the State in which this Policy was issued, this Policy shall be held valid but shall be construed as provided in such laws. When any provision in this Policy is in conflict with such laws, the rights, duties and obligations of the insurer, the insured and the beneficiary shall be governed by such laws.
- D.** Dentists providing services are independent contractors, and neither the Policyholder nor RLHICA will be liable for any act or omission of any Dentist, his or her employees or agents or any person providing dental or other professional services under this Policy.
- E.** All Dentists, Certificate Holders, and Eligible Dependents, by performing or receiving services under this Policy, are bound by all its terms.
- F.** No materials will be published or distributed by the Policyholder concerning this Policy until the material is first approved by RLHICA.
- G.** RLHICA will not honor and no payment will be made for services if a claim for those services has not been received by RLHICA within 12 months after the services are provided.
- H.** RLHICA and Policyholder agree to defend, indemnify and hold harmless the other and its directors, officers and employees (who are acting in the course of their employment, but not as claimants) from any loss, cost, or expense (including reasonable attorney fees and court costs) resulting from or arising out of or in connection with its breach of this Policy or any negligent act or omission of any of its directors, officers or employees.
- I.** While the Certificate Holder and/or Eligible Dependent are covered by RLHICA, the Certificate Holder and/or Eligible Dependent agree to provide RLHICA with any information it needs to process the claims and administer the Benefits. This includes allowing RLHICA to have access to his or her dental records.
- J.** The RLHICA Board of Directors or its delegee will establish a procedure for resolving all questions raised by a Dentist, a Policyholder, a Certificate Holder, or an Eligible Dependent in regard to claims for dental Benefits allowed or rejected under the terms of this Policy. This procedure will be used both for the initial determination of those questions and for the resolution of appeals made on the basis of those initial determinations. All determinations made according to this procedure will be final and binding on the Dentist, the Policyholder, the Certificate Holder, and the Eligible Dependent.
- K.** RLHICA may from time to time provide additional services or Benefits by rider or other notice. Those additional services or Benefits may be withdrawn at any time after notice given by RLHICA.
- L.** Any notice required or permitted to be given by RLHICA will be considered given if in writing and personally delivered, or if in writing and deposited in the United States mail with postage prepaid, addressed to the Policyholder, a Dentist, or Certificate Holder at the last address of record. This notice will be considered given when personally delivered or mailed.

- M.** No agent has authority to change any part of this Policy. No changes to this Policy will be valid unless approved in writing by an officer of RLHICA.
- N.** If RLHICA pays a claim for which another person or company is liable, RLHICA has the right to recover its payment from the other person or company.
- O.** Services and/or Benefit payments to Certificate Holders or Eligible Dependents are for the personal benefit of those people and cannot be transferred or assigned. Notwithstanding any other provision of this Policy, however, a Certificate Holder or Eligible Dependent may assign Benefit payments to the Dentist who rendered Covered Services under this Policy. A payment made pursuant to such assignment shall discharge the obligation of RLHICA with respect to the amount of insurance so paid.
- P.** This Policy is subject to change if, in the future, federal and state laws and regulations require RLHICA or the Policyholder to comply with such laws and regulations. Should any such change to this Policy be necessary by law, the Policyholder will receive written notice from RLHICA informing the Policyholder of the reasons for any change to the Policy and the process by which the Policyholder will receive an amended Policy.
- Q.** All of the Benefits under this Policy, if applicable, will be subject to a Coordination of Benefits provision that is designed to provide maximum coverage, but not to exceed 100 percent of the total fee for a given treatment.

1. Applicability

- a.** This Coordination of Benefits (“COB”) provision applies to This Plan when a Certificate Holder or the Certificate Holder’s covered dependent has health care coverage under more than one Plan. “Plan” and “This Plan” are defined below.
- b.** If this COB provision applies, the order of benefit determination rules should be looked at first. These rules determine whether the Benefits of This Plan are determined before or after those of another plan. The Benefits of This Plan:
 - i.** Shall not be reduced when, under the order of benefit determination rules, This Plan determines its Benefits before another plan; but
 - ii.** May be reduced when, under the order of benefits determination rules, another plan determines its benefits first. The above reduction is described in Section 4. “Effect on the Benefits of This Plan.”

2. Definitions

- a.** “Allowable Expense” means an expense covered as a benefit under this Policy when the item of expense is covered at least in part by one or more plans covering the person for whom the claim is made.

When a plan provides benefits in the form of services, the reasonable cash value of each service rendered will be considered both an Allowable Expense and a benefit paid.
- b.** “Claim Determination Period” means a calendar year. However, it does not include any part of a year during which a person has no coverage under This Plan, or any part of a year before the date this COB provision or a similar provision takes effect.
- c.** “Plan” is any of these which provides benefits or services for, or because of, medical or dental care or treatment:
 - i.** Group insurance or group-type coverage, whether insured or uninsured. This includes prepayment, group practice or individual practice coverage. It also includes coverage other than school accident-type coverage.
 - ii.** Coverage under a governmental plan, or coverage required or provided by law. This does not include a state plan under Medicaid (Title XIX, Grants to States for Medical Assistance Programs, of the United States Social Security Act, as amended from time to time).

Each contract or other arrangement for coverage under (i) or (ii) is a separate plan. Also, if an arrangement has two parts and COB rules apply only to one of the two, each of the parts is a separate plan.

- d. “Primary Plan/Secondary Plan:” The order of benefit determination rules state whether This Plan is a Primary Plan or Secondary Plan as to another plan covering the person.

When This Plan is a Primary Plan, its Benefits are determined before those of the other plan and without considering the other plan’s benefits.

When This Plan is a Secondary Plan, its Benefits are determined after those of the other plan and may be reduced because of the other plan’s benefits.

When there are more than two plans covering the person, This Plan may be a Primary Plan as to one or more other plans, and may be a Secondary Plan as to a different plan or plans.

- e. “This Plan” is the part of the group contract that provides Benefits for health care expenses.

3. Order Of Benefit Determination Rules

- a. General. When there is a basis for a claim under This Plan and another plan, This Plan is a Secondary Plan which has its Benefits determined after those of the other plan, unless:

- i. The other plan has rules coordinating its benefits with those of This Plan; and
- ii. Both those rules and This Plan’s rules, in subsection b. below, require that This Plan’s Benefits be determined before those of the other plan.

- b. Rules. This Plan determines its order of Benefits using the first of the following rules which applies:

- i. Non-Dependent/Dependent. The benefits of the plan which covers the person as an employee, member, or subscriber (that is, other than as a dependent) are determined before those of the plan which covers the person as a dependent; except that: if the person is also a Medicare beneficiary, and as a result of the rule established by Title XVIII of the Social Security Act and implementing regulations, Medicare is:

- (a) Secondary to the plan covering the person as a dependent and;

- (b) Primary to the plan covering the person as other than a dependent (e.g. a retired employee), then the order of benefit determination is reversed so that the plan covering the person as an employee, member, subscriber or retiree is secondary and the other plan is primary.

- ii. Dependent Child/Parents not Separated or Divorced. Except as stated in Paragraph b.(iii) below, when This Plan and another plan cover the same Child as a dependent of different persons, called “parents:”

- (a) The benefits of the plan of the parent whose birthday falls earlier in a year are determined before those of the plan of the parent whose birthday falls later in that year; but,

- (b) If both parents have the same birthday, the benefits of the plan which covered the parents longer are determined before those of the plan which covered the other parent for a shorter period of time.

However, if the other plan does not have the rule described in (a) immediately above, but instead has a rule based upon the gender of the parent, and if, as a result, the plans do not agree on the order of benefits, the rule in the other plan will determine the order of benefits.

- iii. Dependent Child/Parents Separated or Divorced. If two or more plans cover a person as a dependent Child of divorced or separated parents, benefits for the Child are determined in this order:

- (a) First, the plan of the parent with custody of the Child;
- (b) Then, the plan of the spouse of the parent with the custody of the Child;
- (c) Then, the plan of the parent not having custody of the Child; and
- (d) Then, the plan of the spouse of the parent not having custody of the Child. If the other plan does not have this subsection and if, as a result, the plans do not agree on the order of benefits, this subsection shall be ignored.

However, if the specific terms of a court decree state that one of the parents is responsible for the health care expense of the Child, and the entity obligated to pay or provide the benefits of the plan of that parent has actual knowledge of those terms, the benefits of that plan are determined first. The plan of the other parent shall be the Secondary Plan. This paragraph does not apply with respect to any Claim Determination Period or Plan year during which any benefits are actually paid or provided before the entity has that actual knowledge.

If the specific terms of the court decree state that the parents shall share joint custody, without stating that one of the parents is responsible for the health care expenses of the Child, the plans covering the Child shall be subject to the order of benefit determination contained in subdivision b.(ii) of this section.

- iv. Active/Inactive Employee. The benefits of a plan which covers a person as an employee who is neither laid off nor retired (or as that employee's dependent) are determined before those of a plan which covers that person as a laid off or retired employee (or as that employee's dependent). If the other plan does not have this rule, and if, as a result, the plans do not agree on the order of benefits, this Rule (iv) is ignored.
- v. Continuation Coverage. If a person whose coverage is provided under a right of continuation pursuant to federal law (i.e., COBRA) or state law also is covered under another plan, the benefits of the plan covering the person as employee, member, or subscriber (or that person's dependent) shall be determined before the benefits under the continuation coverage. If the other plan does not have this rule and if, as a result, the plans do not agree on the order of benefits, this paragraph shall be ignored.
- vi. Longer/Shorter Length of Coverage. If none of the above rules determines the order of benefits, the benefits of the plan which covered an employee, member, or subscriber longer are determined before those of the Plan which covered that person for the shorter term.

4. Effect On The Benefits Of This Plan

- a. When This Section Applies. This Section 4. applies when, in accordance with Section 3. "Order of Benefit Determination Rules," This Plan is a Secondary Plan as to one or more other plans. In that event the Benefits of This Plan may be reduced under this section. Such other plan or plans are referred to as "the other plans" in b. immediately below.
- b. Reduction in this Plan's Benefits. The Benefits of This Plan will be reduced when the sum of:
 - i. The Benefits that would be payable for the Allowable Expense under This Plan in the absence of this COB provision; and
 - ii. The benefits that would be payable for the Allowable Expenses under the other plans, in the absence of provisions with a purpose like that of this COB provision, whether or not claim is made; exceeds those Allowable Expenses in a Claim Determination Period. In that case, the Benefits of This Plan will be reduced so that they and the benefits payable under the other plans do not total more than those Allowable Expenses.

When the Benefits of This Plan are reduced as described above, each benefit is reduced in proportion. It is then charged against any applicable benefit limit of This Plan.

5. Right To Receive And Release Needed Information

Certain facts are needed to apply these COB rules. RLHICA has the right to decide which facts it needs. It may get needed facts from or give them to any other organization or person. RLHICA need not tell, or get the consent of, any person to do this. Each person claiming Benefits under This Plan must give RLHICA any facts it needs to pay the claim.

6. Facility Of Payment

A payment made under another plan may include an amount which should have been paid under This Plan. If it does, RLHICA may pay that amount to the organization which made that payment.

That amount will then be treated as though it were a Benefit paid under This Plan. RLHICA will not have to pay that amount again. The term “payment made” includes providing benefits in the form of services, in which case “payment made” means reasonable cash value of the benefits provided in the form of services.

7. Right Of Recovery

If the amount of the payments made by RLHICA is more than it should have paid under this COB provision, it may recover the excess from one or more of:

- a. The persons it has paid or for whom it has paid;
- b. Insurance companies; or
- c. Other organizations.

The “amount of the payments made” includes the reasonable cash value of any benefits provided in the form of services.

Accepted as witnessed by the signatures below, all terms and provisions of this Policy are effective as of the effective date set forth in the Declarations Section.

**RENAISSANCE LIFE AND HEALTH
INSURANCE COMPANY OF AMERICA**



Thomas J. Fleszar
President and CEO



RenaissanceSM

Life & Health Insurance Company of America

**Arkansas
Group Dental
PPO Certificate**

[P.O. Box 738 • Greenwood, Indiana 46142 • 888-358-9484 • www.RenaissanceDental.com]

RENAISSANCE PPO

ARKANSAS GROUP DENTAL PPO CERTIFICATE

Table of Contents

Summary	1
I. Renaissance PPO Dental Care Certificate	3
II. Definitions.....	3
III. General Eligibility Rules.....	5
IV. Classes of Benefits	6
V. Exclusions and Limitations.....	10
VI. Accessing Your Benefits	11
VII. Questions and Answers.....	12
VIII. Coordination of Benefits.....	12
IX. Disputed Claims Procedure.....	15
X. Termination of Coverage	16
XI. Continuation of Coverage.....	16
XII. General Conditions	16

Important Cancellation Information – Please Read The Provision Entitled, “Termination of Coverage,” Found on Page “16”.

THIS CERTIFICATE IS NOT A MEDICARE SUPPLEMENT CERTIFICATE. If you are eligible for Medicare, review the Guide to Health Insurance for People with Medicare, which is available from the company. Title II NCAC 12.0843 and Section 17.E.

NOTE: This Dental Care Certificate should be read in conjunction with the Summary of Dental Plan Benefits that is provided with the Certificate. The Summary of Dental Plan Benefits lists the specific provisions of your group dental Plan. Your group dental plan is a legal contract between the Policyholder and the insurer.

READ YOUR DENTAL CARE CERTIFICATE CAREFULLY.

PLEASE NOTE: RLHICA recommends Predetermination before any services are rendered where the total charges will exceed \$200. You and your Dentist should review your Predetermination Notice before your Dentist proceeds with treatment. Once treatment is complete, the dates of service will be entered on the predetermination Notice and the Predetermination Notice will be submitted to RLHICA for payments.

I. Dental Care Certificate

Renaissance Life & Health Insurance Company of America ("RLHICA") issues this Renaissance Dental PPO Certificate of Coverage to you, the Certificate Holder. The Certificate is an easy to read summary of your Dental Benefits Plan. It reflects and is subject to the agreement between RLHICA and your employer or organization (the "Policyholder").

The Benefits provided under the Plan may change if any state or federal laws change.

RLHICA agrees to provide Dental Benefits as described in this Certificate.

All the provisions in the following pages, read in conjunction with the Summary of Dental Plan Benefits and all attachments and addendums, form a part of this document as fully as if they were stated over the signature below.

IN WITNESS WHEREOF, this Certificate of Coverage is executed by an authorized officer.



Thomas J. Fleszar, DDS, MS
President and CEO

Home Office:

**RENAISSANCE LIFE & HEALTH
INSURANCE COMPANY OF AMERICA**

Attn: Renaissance Administration

[P.O. Box 30381

Lansing, Michigan 48909-7881

Administrative Direct Line: 1-800-745-7509

Customer Service Direct Line: 1-888-358-9484]

II. Definitions

Adverse Benefit Determination

Means any denial, reduction or termination of the Benefit for which you filed a claim. Or a failure to provide or to make payment (in whole or in part) of the Benefit you sought, including any such determination based on eligibility, application of any utilization review criteria, or a determination that the item or service for which Benefits are otherwise provided was experimental or investigational, or was not medically necessary or appropriate.

Allowed Amount

Means the maximum dollar amount RLHICA will base Benefit payment upon for any Covered Service. For services rendered by In-Network Dentist, the Allowed Amount are pre-negotiated fees that the provider has agreed to accept as payment in full. For services rendered by Out-of-Network Dentist, RLHICA determines this amount using statistically valid claims data submitted to RLHICA and affiliates based on the most frequently charged fees by providers in the same geographic areas for comparable service and supply updated periodically using the most current codes and nomenclature developed and maintained by the American Dental Association. (This definition is only applicable if the Allowed Amount method for Benefit payment is shown in the Summary of Dental Plan Benefits).

Benefit Year

Means the calendar year, unless your employer elects the Policy Year to serve as the Benefit Year. The Benefit Year is specified in the Summary of Dental Plan Benefits.

Benefits

Means payment for dental services that are covered under your Plan.

Certificate

Is this document. RLHICA will provide dental Benefits as described in this Certificate. Any changes in this Certificate will be based on changes to the Plan. Changes to the Certificate will be in the Summary of Dental Plan Benefits.

Certificate Holder

You, when your employer or organization notifies RLHICA that you are eligible to receive Benefits under your Plan.

Children

Your natural children, stepchildren, adopted children, or foster children placed in the foster home, children by virtue of legal guardianship or who are residing with you during the waiting period for legal adoption or guardianship.

Completion Dates

Some procedures may require more than one appointment. Treatment is complete:

- for dentures and partial dentures, on the delivery date;
- for crowns and bridgework, on the cementation date;
- for root canals and periodontal treatment, on the date of the final procedure that completes treatment.

Coinsurance

The percentage of the Allowed Amount for Covered Services that you will have to pay toward treatment.

Copayment

The dollar amount that the Certificate Holder must pay toward treatment.

Covered Services

Are the unique Benefits selected in your Plan. The Summary of Dental Plan Benefits lists your Covered Services.

Deductible

The amount an individual and/or a family must pay toward Covered Services before RLHICA begins paying for services. The Summary of Dental Plan Benefits lists the Deductible that applies to you, if any.

Dentist

A person licensed to practice dentistry in the state or country in which dental services are rendered.

Eligible Dependent

To verify dependent coverage, see the Summary of Dental Plan Benefits.

- Your legal spouse; or,

- Your unmarried Children who are not greater than 19 years old; or,
- Your unmarried Children for whom you or your legal spouse are financially responsible for medical, health, or dental care under terms of a court decree; or,
- Your unmarried Children that meet all of the following criteria: (1) are under the age of [25]; (2) are a resident of the same state as You, [or] [and] is a full-time student; (3) are dependent upon You or Your Legal Spouse for support; and (4) does not have coverage, other than coverage as a dependent, under another dental insurance plan; or,
- Your Children who are greater than 19 years old and (1) incapable of self-sustaining employment by reason of a mental or physical condition and (2) chiefly dependent upon the Certificate Holder for support and maintenance. In the event that RLHICA denies a claim under this Plan for the reason that the child has attained the Limiting Age for dependent Children, you will have the burden of establishing that the child continues to meet the two criteria specified above. If requested by RLHICA, you submit medical reports confirming that the child meets the two criteria specified above.

Employee

A nonseasonal person who works on a full-time basis with a normal work week of 30 or more hours and who is otherwise eligible for coverage, but does not include a person who works on a part-time, temporary, or substitute basis.

In-Network Dentist

Means a preferred provider Dentist that has entered into a contract to provide Covered Services for pre-negotiated fees that the Dentist has agreed to accept as payment in full. A current list of In-Network Dentists will be provided to each Certificate Holder.

Legal Spouse

A person who is any of the following: (a) Your spouse through a marriage legally recognized by the State in which the policy governing this Certificate was issued; or (b) Your partner through a civil union legally recognized by the state in which the policy governing this Certificate was issued[.]; or [(c) the domestic partner of the Certificate Holder so long as the requirements listed in the declarations section are met.].

Limiting Age

The age at which a Child of yours is no longer eligible for Benefits under this Plan. A Child who is greater than 19 years old has attained the Limiting Age. In the event that RLHICA denies a claim under your Plan for the reason that your Child has reached the Limiting Age, you have the burden of establishing that the Child continues to meet the following two criteria in order to retain their eligibility: A Child of yours is (1) incapable of self-sustaining employment by reason of a mental or physical condition and (2) eligible to be claimed by you or your legal spouse as a dependent under the U.S. Internal Revenue Code during the current calendar year. If requested by RLHICA, you must submit medical reports confirming that the Child meets the two criteria specified above.

Maximum Payment

The maximum dollar amount RLHICA will pay in any Plan year or lifetime for covered dental services. (See the Summary of Dental Plan Benefits.)

Open Enrollment

Unless otherwise indicated in the Declarations Section, the period of time an eligible person may enroll to receive dental benefits.

Plan

The Plan between RLHICA and your employer or organization to provide Benefits.

Policy Year

The 12-month period beginning on the first effective date of the Plan and each 12-month renewal period thereafter.

Predetermination (Pre-Service Claim)

An estimate of Covered Services. Dentists may submit their treatment plans to RLHICA before procedures are started. RLHICA reviews the treatment plan and advises the patient and Dentist of what services are covered by your Plan and what RLHICA's payment may be. RLHICA's payment for predetermined services depends on continued eligibility and the annual or lifetime Maximum Payment available. RLHICA does not require predetermination of Covered Services.

RLHICA

Renaissance Life & Health Insurance Company of America, a life, accident, and health insurer that underwrites health benefit programs.

Submitted Amount

The fee a Dentist bills to RLHICA for a specific treatment.

Summary of Dental Plan Benefits

A list of the specific provisions of your group dental Plan and is a part of the Dental Care Certificate.

Urgent Care Claims

Those potentially life-threatening claims as defined in the U.S. Department of Labor Regulations at 29 CFR 2560.503-1(M)(1)(I). Any such claims that may arise under this dental coverage are not considered to be Pre-Service Claims and are not subject to any Predetermination requirements.

III. General Eligibility Rules

- A. You are not eligible for Benefits unless you are either currently enrolled in your Plan or currently listed or acknowledged as an Eligible Dependent.
- B. Effective Date of Eligibility
 1. Initial effective date: All Certificate Holders on the effective date of the Plan are immediately eligible for Benefits. If your dependents are covered by the same Plan, their eligibility commences on the same date as yours.
 2. After the initial effective date: For all Certificate Holders (and their Eligible Dependents) not associated with the employer or organization on the initial effective date of their Plan. Eligibility for Benefits will begin, unless stated otherwise, on the first day of the month following whichever of the following dates is applicable:
 - a. Newly hired or rehired employees: The date for which employment compensation begins. Or, if applicable, that date plus the number of days specified as a waiting period in the Summary of Dental Plan Benefits.
 - b. Spouse: Date of marriage.
 - c. Newborn: Eligibility for Benefits begins on the Child's actual date of birth, including conditions due to congenital malformation. A notice of birth together with the additional

premium must be submitted to us within 90 days after the date of birth in order to continue coverage beyond the 90-day period.

- d. Foster children, legal adoption, or guardianships: Eligibility for dental Benefits begins on the date the Child is placed in the foster home or with the Certificate Holder; then this Child will be covered on the same basis as a natural child. A Child adopted on or after the Insured's effective date will be covered from the date of the filing of a petition for adoption if the Insured applies for coverage within 60 days after the filing of the petition for adoption. However, the coverage shall begin from the moment of birth if the petition for adoption and application for coverage is filed within 60 days after the birth of the Child. Coverage for an adopted Child shall terminate upon the dismissal or denial of a petition for adoption.
- e. Stepchild: Date that the Child's natural parent becomes a dependent eligible for Benefits.
- f. All others: Date that RLHICA approves in writing the enrollment or listing of those people, unless compelled by a court or administrative order to provide health benefit plan coverage for a Child or Eligible Dependent.

Once eligible, you and your Eligible Dependents must enroll for coverage under this Policy within 30 days from the date upon which you or your Eligible Dependents become eligible for dental Benefits under the terms of Section III. B. immediately above. You or your Eligible Dependent may properly enroll for coverage by completing all enrollment forms required by RLHICA, and submitting such forms to your employer. If you or your Eligible Dependent do not properly enroll for coverage within 30 days from the date upon which you or your Eligible Dependent become eligible for dental Benefits, then you and/or your Eligible Dependent must wait until the next open enrollment period to enroll.

C. Termination of Eligibility

Eligibility for Benefits will terminate for all Certificate Holders and their dependents under this Plan at the earlier of:

1. The termination of the Plan; or
2. The last day of the month for which payment has been made if the employer or organization fails to make the payments required by their Plan.

Your eligibility, and that of your Eligible Dependents, will also terminate if you cease to be a Certificate Holder as defined by the Summary of Dental Plan Benefits. An Eligible Dependent also terminates upon lack of compliance with the eligibility requirements of this Plan.

In no event will eligibility for any person covered under the Plan continue beyond the date RLHICA is advised by the employer or organization to terminate that person's eligibility.

D. Conversion to an Individual Policy

A person whose eligibility is terminated may transfer to an individual direct payment contract with RLHICA. Please contact RLHICA to obtain further information.

IV. Classes of Benefits

Important

RLHICA agrees to provide Benefits to Certificate Holders and Eligible Dependents under the policies and procedures of RLHICA and under the terms and conditions of this Plan, including, but not limited to, the classes, exclusions, and limitations listed below.

Unless otherwise specified in the Summary of Dental Plan Benefits, Benefits may be divided into the following classes, and are subject to the exclusions and limitations listed below. **Please see the Summary of Dental Plan Benefits for the classification of Benefits, exclusions and limitations applicable under your Plan.**

A detailed list of the Benefits provided under your Plan is available upon request. All time limitations are measured either from the last date of service in any RLHICA plan or, at the request of your group, from the last date of service in any dental plan.

Class I Benefits

Diagnostic and Preventive Services

Services and procedures to evaluate existing conditions and/or to prevent dental abnormalities or disease. These services include evaluations (examinations), prophylaxes (cleanings), and fluoride treatments. These services are subject to the following exclusions and limitations:

- (i) Topical fluoride treatments are payable twice in a Benefit Year for Children, under age 14.
- (ii) Benefits for oral evaluations rendered as a consultation or exam are payable twice in any Benefit Year, whether provided under one or more RLHICA plans.
- (iii) Benefits for prophylaxes are payable twice in any Benefit Year but not more than once in any six (6) month period.
- (iv) Bitewing X-rays are payable once in any Benefit Year.
- (v) Benefits for space maintenance are payable once per lifetime, per area on posterior teeth, for Children under the age of 14 years.
- (vi) RLHICA will not make payment for preventive control programs, including home care items, oral hygiene instructions, nutritional counseling, and tobacco counseling and all charges for the same will be your responsibility.
- (vii) RLHICA will not make payment for tests and laboratory examinations (including, but not limited to cytology, bacteriology, pathology) and caries susceptibility tests and all charges for the same will be your responsibility.

Class II Benefits

Emergency Palliative Treatment

Emergency treatment to temporarily relieve pain.

Radiographs (X-rays)/Diagnostic Imaging

X-rays as required for routine care or as necessary for the diagnosis of a specific condition, subject to the following limitations:

- (i) Full mouth X-rays (which include bitewing X-rays) or a panoramic X-ray (with or without bitewing X-rays) are payable once in any five-year period.
- (ii) A serial listing of X-rays is paid as a full mouth series if the total fee equals or exceeds the fee for a complete series.

- (iii) Any supplemental films with a full mouth series are part of the complete procedure.
- (iv) Benefits for a cephalometric film, oral/facial images or diagnostic casts are not payable.
- (v) Benefits for posterior-anterior or lateral skull and facial bone survey, sialography, temporomandibular joint films (including arthrograms) or tomographic films are not payable.

Minor Restorative Services

Minor restorative services to rebuild and repair natural tooth structure when damaged by disease or injury. These services include amalgam (silver) and resin (white) fillings, subject to the following exclusions and limitations:

- (i) Amalgam and composite resin restorations are payable once per tooth surface within a 24-month period regardless of the number of combination of restorations placed on a surface.
- (ii) RLHICA will not make payment for dentistry for aesthetic reasons and all charges for the same will be your responsibility.

Simple Extractions

Simple extractions including local anesthesia, suturing, if needed, and routine post-operative care.

Sealants

Sealants are payable only for the occlusal surface of first permanent molars for Children under the age of nine and second permanent molars for Children under the age of 14. The surface must be free from decay and restorations. Sealants are a benefit payable once in any three-year period.

Periodontal Maintenance Following Therapy

Periodontal maintenance, following active periodontal therapy procedures along with benefits for prophylaxes, including periodontal maintenance procedures are payable twice in any Benefit Year. Full mouth debridement will be payable once in the Certificate Holder's lifetime.

Other Class II Benefits

After hours visits, not to exceed once per Benefit Year.

Class III Benefits

Oral Surgery Services

Extractions and dental surgery, including local anesthesia, suturing, if needed, and routine postoperative care subject to the following exclusions and limitations:

- (i) RLHICA will not make payment for the following services. All charges for the same will be your responsibility: correction of congenital or developmental malformations, cosmetic surgery, or dentistry for aesthetic reasons.
- (ii) RLHICA will not make payment for the following benefits and services. All charges for the same will be your responsibility: any appliance or surgical procedure used to:
 - (a) change vertical dimension
 - (b) restore or maintain occlusions
 - (c) replace tooth structure lost as a result of abrasion, attrition or erosion; and,
 - (d) splint or stabilize teeth for periodontal reasons
- (iii) RLHICA will not make payment for the following benefits and services. And all charges for the same will be your responsibility unless otherwise specified in the Summary of Dental Plan Benefits: appliances, restorations, X-rays or services for the diagnosis or treatment of temporomandibular disorders (TMD).
- (iv) RLHICA will not make payment for the following benefits and services. And all charges for the same will be your responsibility: charges related to hospitalization or general anesthesia and/or intravenous sedation for restorative dentistry or surgical procedure unless a specified need is shown.

Endodontic Services

The treatment of teeth with diseased or damaged nerves (for example, root canals), subject to the following exclusions and limitations:

- (i) Benefits for endodontic therapy, endodontic retreatment, and apicoectomy/periradicular services are payable once per tooth in 24 months.
- (ii) Benefits for root canal fillings on primary teeth are limited to primary teeth without succedaneous (replacement) teeth.
- (iii) RLHICA will not make payment for the following benefits and services. All charges for the same will be your responsibility: pulp caps, maxillofacial prosthetics or myofunctional therapy.

Periodontic Services

The treatment of diseases of the gums and supporting structures of the teeth. These services are subject to the following exclusions and limitations:

- (i) Benefits for prophylaxes, including periodontal prophylaxes and oral evaluations are payable twice in any Benefit Year. Full mouth debridement will be payable once in the Certificate Holder's lifetime.
- (ii) Benefits for root planing and scaling are payable once per area in any two-year period.
- (iii) Periodontal surgery is payable once per area in any three-year period.
- (iv) RLHICA will not make payment for the following benefits and services. All charges for the same will be your responsibility: any appliance or surgical procedure used to:
 - (a) change vertical dimension
 - (b) restore or maintain occlusions
 - (c) replace tooth structure lost as a result of abrasions, attrition or erosion; and
 - (d) splint or stabilize teeth for periodontal reasons

Major Restorative Services

Major restorative services, such as crowns, used when teeth cannot be restored with another filling material. These services are subject to the following exclusions and limitations:

- (i) Cast restorations (including crowns, onlays, veneers) and associated procedures such as cores and post substructures on the same tooth are payable once in any seven-year period.
- (ii) Porcelain, porcelain/ceramic substrate, porcelain/resin processed to metal, and cast restorations are not payable for Children less than 12 years of age.
- (iii) Benefits for core buildups, cast posts and cores, and prefabricated posts are limited to once per tooth.
- (iv) Inlays, regardless of the material used: RLHICA will pay only the applicable amount that it would have paid for resin-based composite restoration. You will be responsible for any additional charges.
- (v) RLHICA will not make payment for the following benefits and services. All charges for the same will be your responsibility. Any appliance or surgical procedure used to

- (a) change vertical dimension
- (b) restore or maintain occlusions
- (c) replace tooth structure lost as a result of abrasions, attrition or erosions; and,
- (d) splint or stabilize teeth for periodontal reasons

- (b) restore or maintain occlusions
- (c) replace tooth structure lost as a result of abrasions, attrition or erosion; and
- (d) splint or stabilize teeth for periodontal reasons

Prosthetic Services

Services and appliances that replace missing natural teeth (such as bridges, partial dentures, and complete dentures): RLHICA will make payment for procedures to replace a missing tooth or teeth that were lost before employment with this group, subject to the following exclusions and limitations:

- (i) One complete upper and one complete lower denture are Benefits once in any seven-year period for any individual.
- (ii) A partial denture, fixed bridge, or removable bridge and any associated services are payable once in any seven-year period.
- (iii) Fixed bridges and removable cast partials are not payable for Children less than 16 years of age.
- (iv) Benefits for tissue conditioning are payable twice per denture unit in any three-year period.
- (v) Endosteal implants are allowed once per tooth, per lifetime. RLHICA will not make payment if implant is placed within seven years following prosthetic or major restorative services involving that tooth.
- (vi) RLHICA will not make payment for specialized implant surgical techniques, removal of implant, implant maintenance procedures, or implant repairs. All charges for the same will be the responsibility of the Certificate Holder unless otherwise specified in the Declarations Section.
- (vii) RLHICA will not make payment for the following benefits and services. All charges for the same will be your responsibility: temporary, provisional or interim prosthetic appliances; precision or semi-precision attachments or myofunctional therapy.
- (viii) RLHICA will not make payment for the following benefits and services. All charges for the same will be your responsibility: any appliance or surgical procedure used to
 - (a) change vertical dimension

Relines and Repairs

Relines and repairs to bridges, removable bridges, partial dentures, and complete dentures. A reline or a complete replacement of denture base material is limited to once in any three-year period per appliance.

Other Class III Benefits

- (i) Benefits for an occlusal guard are payable only once in any five-year period.
- (ii) Benefits for limited occlusal adjustments are payable once in a Benefit Year.
- (iii) Office visits during regularly scheduled hours are payable once per Benefit Year.
- (iv) RLHICA will not make payment for the following services. All charges for the same will be your responsibility: repair, relines, or adjustments of occlusal guards.

Class IV Benefits

Orthodontic Services

Services, treatment, and procedures to correct malposed teeth, subject to the following exclusions and limitations:

- (i) RLHICA's payment for orthodontic services (Class IV Benefits) will be limited to the lifetime maximum specified in the Summary of Dental Plan Benefits.
- (ii) Orthodontic Benefits are payable until you or your Eligible Dependent is greater than 19 years old, unless otherwise specified in the Summary of Dental Plan Benefits.
- (iii) If the treatment plan is terminated before completion of the case for any reason, RLHICA's obligation will cease with payment up to the date of termination.
- (iv) The Dentist may terminate treatment, with written notification to RLHICA and to the patient, for lack of patient interest and cooperation. In those cases, RLHICA's obligation for payment of Benefits ends on the last day of the month in which the patient was last treated.
- (v) RLHICA will not make payment for the following benefits and services. All charges for the same will be your responsibility: lost, missing, or stolen

Other Benefits

The Summary of Dental Plan Benefits lists any other Benefits that may have been selected.

V. Exclusions and Limitations

Exclusions

In addition to the exclusions listed above in the Benefits section, RLHICA will not make payment for the following benefits and services, and all charges for the same will be your responsibility, unless otherwise specified in the Summary of Dental Plan Benefits:

1. Services for injuries or conditions paid pursuant to Workers' Compensation or Employer's Liability laws. Benefits or services that are received from any government agency, political subdivision, community agency, foundation, or similar entity. NOTE: This provision does not apply to any programs provided under Title XIX Social Security Act, that is, Medicaid.
2. Services or appliances started prior to the date the person became eligible under this Plan., excluding orthodontic treatment
3. Charges for failure to keep a scheduled visit with the Dentist.
4. Charges for completion of forms or submission of claims.
5. Services for which no valid dental need can be demonstrated, that are specialized techniques, or that are investigational in nature as determined by the standards of generally accepted dental practice.
6. Treatment by other than a Dentist, except for services performed by a licensed dental hygienist under the scope of his or her license.
7. Those Benefits excluded by the policies and procedures of RLHICA.
8. Services or supplies for which no charge is made, for which the patient is not legally obligated to pay or for which no charge would be made in the absence of RLHICA coverage.
9. Services or supplies received as a result of dental disease, defect, or injury due to an act of war, declared or undeclared.
10. Services that are generally covered under a hospital, surgical/medical, or prescription drug program.
11. Services that are not within the classes of Benefits that have been selected and are not in this Plan.
12. RLHICA will not make payment for the following benefits and services and all charges for the same will be your responsibility: prescription drugs, non-prescription drugs, premedications, localized delivery of chemotherapeutic agents, relative analgesia, non-intravenous conscious sedation, therapeutic drug injections, hospital visits, desensitizing medicaments and techniques, behavior management, athletic mouthguards, house/extended care facility visits, mounted occlusal analysis, complete occlusal adjustment, enamel microabrasions, odontoplasty, or bleaching.

Limitations

In addition to the limitations listed above in the Benefits section, the following limitations apply under this Plan, unless otherwise specified in the Summary of Dental Plan Benefits:

1. RLHICA's obligation for payment of Benefits ends on the last day of the month in which coverage is terminated under this Plan.
2. When services in progress are interrupted and completed later by another Dentist, RLHICA will review the claim to determine the amount of payment, if any, to each Dentist.
3. Care terminated due to the death of a Certificate Holder or Eligible Dependent will be paid to the limit of RLHICA's liability for the services completed or in progress.
4. The maximum Benefit payable in any one Benefit Year will be limited to the amount specified in the Summary of Dental Plan Benefits.
5. If a Plan Deductible amount is specified in the Summary of Dental Plan Benefits, RLHICA will not be obligated to pay for, in whole or in part, any services until the Deductible amount is met.

VI. Accessing Your Benefits

To use your Plan, follow these steps:

1. Please read this Certificate and the Summary of Dental Plan Benefits carefully to become familiar with the Benefits and provisions of your Plan.

2. Make an appointment with your Dentist and tell him or her that you have Benefits coverage with RLHICA through a Preferred Provider Policy. If the dental office needs a claim form, you may obtain one from your Personnel or Human Resources department. If you or your Dentist are not familiar with your Plan or have any questions regarding the Plan, have him or her contact RLHICA by writing Attention: Customer Services Department, P.O. Box 738, Greenwood, IN 46142 or by calling the toll-free number, 1-888-358-9484. All treatment plans exceeding \$200 in total charges should be submitted to RLHICA for a review and Predetermination of what services are covered under your Plan.
3. After receiving your dental treatment, you or the dental office staff will file a claim form, completing the information portion with:
 - a. The Certificate Holder's full name and address;
 - b. The Certificate Holder's Social Security number;
 - c. The name and date of birth of the person receiving dental care;
 - d. The group's name and number.
4. Written notice of claim must be given within 20 days after a covered loss starts or as soon as reasonably possible. The notice may be given to RLHICA at its home office or to RLHICA's agent. Notice should include the name of the Certificate Holder and the group number.

RLHICA, upon receipt of a notice of claim, will furnish to you, the claimant, forms that are usually furnished by it for filing proofs of loss. If such forms are not furnished within 15 days after the giving of such notice, you will be deemed to have complied with the requirements of this Plan as to proof of loss upon submitting, within the time frame for filing proofs of loss as described below, written proof covering the occurrence, the character and the extent of the loss for which claim is made.

Written proof of loss must be given within 180 days after such loss. If it was not reasonably possible to give written proof in the time required, RLHICA shall not reduce or deny the claim for this reason if the proof is filed as soon as reasonably possible. In any event, the proof required must be given no later than 1 year from

the time specified unless the claimant was legally incapacitated.

Claims, adjustment requests, and completed information requests should be mailed to:

RLHICA
P.O. Box 17250
Indianapolis, IN 46217

After receiving written proof of loss, RLHICA will pay all Benefits due for Covered Services as soon as received and within 30 days. If applicable, failure to pay within that period shall entitle the Certificate Holder to interest at the state prescribed rate per annum from the 30th day. Interest less than one dollar (\$1) will not be paid.

Payment for services rendered is sent to the Certificate Holder and it is the Certificate Holder's responsibility to make full payment to the Dentist or directly to the Dentist if the Certificate Holder or Eligible Dependent has assigned Benefit payments to the Dentist who rendered Covered Services under this Plan.

Upon the payment of a claim under this Plan, any premium then due and unpaid or covered by any note or written order may be deducted therefrom.

If you file a claim for a Benefit that relates to a service that has already been rendered, and you receive notice of an Adverse Benefit Determination, RLHICA will notify you or your authorized representative of the Adverse Benefit Determination within a reasonable period of time, but not later than 30 days after receipt of the claim. RLHICA may extend this period by up to 15 days if RLHICA determines that the extension is necessary due to matters out of RLHICA's control.

If RLHICA determines that an extension is necessary, it will notify you before the end of the original 30 day period of the circumstances requiring the extension and the date by which RLHICA expects to render a decision. If such an extension is necessary because you did not submit all the information necessary to decide the claim, the notice of extension will specifically describe the additional information required. You will have at least 45 days to provide the requested information. If you deliver the information within the time specified, the 15-day extension period will begin after you provide the information.

Note: RLHICA recommends Predetermination before any services are rendered where the total charges will exceed \$200. You and your Dentist should review your Predetermination Notice before your Dentist proceeds with treatment. Once treatment is complete, the dates of service will be entered on the Predetermination

Notice and the Predetermination Notice will be submitted to RLHICA for payment.

If you have any questions about your Plan, please check with your employer, organization, or plan administrator or you may call RLHICA's Customer Services Department toll-free at 1-888-358-9484. You may also write to RLHICA's Customer Services Department, P.O. Box 738, Greenwood, IN 46142. When writing to RLHICA, please include your name, the group's name and number, the Certificate Holder's Social Security number, and your daytime telephone number.

VII. Questions and Answers

May I choose any dentist?

Yes, you are free to choose any Dentist, as long as the Dentist is licensed to practice dentistry in the state or country in which you receive care. Your out-of-pocket costs may be less if you use an In-Network Dentist rather than an Out-of-Network Dentist (see the question "How much of the dental bill do I pay" below for further details).

Will RLHICA send payment to the Dentist or will I receive payment?

RLHICA will either send payment to you or directly to the Dentist if you have assigned Benefit payments to the Dentist who rendered Covered Services.

When does my dental coverage begin?

See Waiting Period in the Summary of Dental Plan Benefits. The Plan will cover only those dental services received after you become eligible.

How much of the dental bill do I pay?

It depends on whether your dentist is an In-Network Dentist or Out-of-Network Dentist.

Payment of Dental Bills When You See an In-Network Dentist:

If your Dentist is an In-Network Dentist, the fee for services has already been agreed to between your dentist and RLHICA. In-Network Dentists accept these pre-negotiated fees as payment in full for the dental care provided. You will be responsible for paying the Dentist that percentage of the Allowed Amount listed in the "You Pay" chart of your Summary of Dental Plan Benefits for In-Network Dentists for the class of services rendered.

You are also responsible for any charges for optional treatment or specific exclusions/limitations of your Plan.

Payment of Dental Bills When You See an Out-of-Network Dentist:

If your Dentist is an Out-of-Network Dentist, payment will be based upon the Allowed Amount, which [is a periodically determined percentile of fees charged by a sample of Dentists of similar training within your geographic area, which is set forth in your Summary of Dental Plan Benefits] [are the pre-negotiated fees that In-Network Dentists have agreed to within your geographic area.]. You will be responsible for paying the Dentist that percentage of the Allowed Amount listed in the "You Pay" column of your Summary of Dental Plan Benefits for Out-of-Network Dentists for the class of services rendered. In addition, if the Submitted Amount for an Out-of-Network Dentist is more than the Allowed Amount, you are also responsible for paying the Dentist the difference between the Submitted Amount and the Allowed Amount.

You are also responsible for any charges for optional treatment or specific exclusions/limitations of your Plan.

Am I covered for all dental services?

No, your Summary of Dental Plan Benefits describes the dental services that are covered by your Plan. Please read them carefully. The exclusions and limitations govern these covered dental services.

What if my spouse is covered by another plan?

If you are covered by more than one dental plan, your out-of-pocket costs can be reduced or eliminated. Please see Section VIII. Coordination of Benefits. It is important to tell your Dentist about any other dental coverage so that claims are submitted properly.

VIII. Coordination of Benefits

COORDINATION OF THE GROUP CONTRACTS BENEFITS WITH OTHER BENEFITS

A. APPLICABILITY

1. This Coordination of Benefits ("COB") provision applies to This Plan when an employee or the employee's covered dependent has health care coverage under more than one Plan. "Plan" and "This Plan" are defined below.
2. If this COB provision applies, the order of benefit determination rules should be looked at first. These rules determine whether the Benefits of This Plan

are determined before or after those of another plan. The Benefits of This Plan:

- a. Shall not be reduced when, under the order of benefit determination rules, This Plan determines its Benefits before another plan; but
- b. May be reduced when, under the order of benefits determination rules, another plan determines its benefits first. The above reduction is described in Section D. “Effect on the Benefits of This Plan.”

B. DEFINITIONS

1. **“Allowable Expense”** means an expense covered as a benefit under this Certificate when the item of expense is covered at least in part by one or more plans covering the person for whom the claim is made.

When a plan provides benefits in the form of services, the reasonable cash value of each service rendered will be considered both an Allowable Expense and a benefit paid.

2. **“Claim Determination Period”** means a calendar year. However, it does not include any part of a year during which a person has no coverage under This Plan, or any part of a year before the date this COB provision or a similar provision takes effect.
3. **“Plan”** is any of these which provides benefits or services for, or because of, medical or dental care or treatment:
 - a. Group insurance or group-type coverage, whether insured or uninsured. This includes prepayment, group practice or individual practice coverage. It also includes coverage other than school accident-type coverage.
 - b. Coverage under a governmental plan, or coverage required or provided by law. This does not include a state plan under Medicaid (Title XIX, Grants to States for Medical Assistance Programs, of the United States Social Security Act, as amended from time to time). Each contract or other arrangement for coverage under a) or b) is a separate plan. Also, if an arrangement has two parts and COB rules apply only to one of the two, each of the parts is a separate plan.

4. **“This Plan”** is the part of the group contract that provides benefits for health care expenses.
5. **“Primary Plan/Secondary Plan:”** The order of benefit determination rules state whether This Plan is a Primary Plan or Secondary Plan as to another plan covering the person.

When This Plan is a Primary Plan, its Benefits are determined before those of the other plan and without considering the other plan’s benefits.

When This Plan is a Secondary Plan, its Benefits are determined after those of the other plan and may be reduced because of the other plan’s benefits.

When there are more than two plans covering the person, This Plan may be a Primary Plan as to one or more other plans, and may be a Secondary Plan as to a different plan or plans.

C. ORDER OF BENEFIT DETERMINATION RULES

1. General. When there is a basis for a claim under This Plan and another plan, This Plan is a Secondary Plan which has its Benefits determined after those of the other plan, unless:
 - a. The other plan has rules coordinating its Benefits with those of This Plan; and
 - b. Both those rules and This Plan’s rules, in subsection 2) below, require that This Plan’s Benefits be determined before those of the other plan.
2. Rules. This Plan determines its order of Benefits using the first of the following rules which applies:
 - a. Non-Dependent/Dependent. The benefits of the plan which covers the person as an employee, member, or subscriber (that is, other than as a dependent) are determined before those of the plan which covers the person as a dependent; except that: if the person is also a Medicare beneficiary, and as a result of the rule established by Title XVIII of the Social Security Act and implementing regulations, Medicare is:
 - (i) Secondary to the plan covering the person as a dependent and;
 - (ii) Primary to the plan covering the person as other than a dependent (*e.g.*, a retired employee), then the order of benefit determination is reversed so that the plan covering the person as an

employee, member, subscriber or retiree is secondary and the other plan is primary.

- b. Dependent Child/Parents not Separated or Divorced. Except as stated in Paragraph 2)(c) below, when This Plan and another plan cover the same child as a dependent of different persons, called “parents:”

- (i) The benefits of the plan of the parent whose birthday falls earlier in a year are determined before those of the plan of the parent whose birthday falls later in that year; but
- (ii) If both parents have the same birthday, the benefits of the plan that covered the parents longer are determined before those of the plan that covered the other parent for a shorter period of time.

However, if the other plan does not have the rule described in (i) immediately above, but instead has a rule based upon the gender of the parent, and if, as a result, the plans do not agree on the order of Benefits, the rule in the other plan will determine the order of benefits.

- c. Dependent Child/Parents Separated or Divorced. If two or more plans cover a person as a dependent child of divorced or separated parents, Benefits for the child are determined in this order:

- (i) First, the plan of the parent with custody of the child;
- (ii) Then, the plan of the spouse of the parent with the custody of the child;
- (iii) Then, the plan of the parent not having custody of the child; and
- (iv) Then, the plan of the spouse of the parent not having custody of the child. If the other plan does not have this subsection and if, as a result, the plans do not agree on the order of benefits, this subsection shall be ignored.

However, if the specific terms of a court decree state that one of the parents is responsible for the health care expense of the child, and the entity obligated to pay

or provide the benefits of the plan of that parent has actual knowledge of those terms, the benefits of that plan are determined first. The plan of the other parent shall be the Secondary Plan. This paragraph does not apply with respect to any Claim Determination Period or Plan year during which any benefits are actually paid or provided before the entity has that actual knowledge.

If the specific terms of the court decree state that the parents shall share joint custody, without stating that one of the parents is responsible for the health care expenses of the child, the plans covering the child shall be subject to the order of benefit determination contained in subdivision 2)(b) of this section.

- d. Active/Inactive Employee. The benefits of a plan which covers a person as an employee who is neither laid off nor retired (or as that employee’s dependent) are determined before those of a plan which covers that person as a laid off or retired employee (or as that employee’s dependent). If the other plan does not have this rule, and if, as a result, the plans do not agree on the order of benefits, this Rule d) is ignored.
- e. Continuation Coverage. If a person whose coverage is provided under a right of continuation pursuant to federal law (*i.e.*, COBRA) or state law also is covered under another plan, the benefits of the plan covering the person as employee, member, or subscriber (or that person’s dependent) shall be determined before the Benefits under the continuation coverage. If the other plan does not have this rule and if, as a result, the plans do not agree on the order of benefits, this paragraph shall be ignored.
- f. Longer/Shorter Length of Coverage. If none of the above rules determines the order of benefits, the benefits of the plan which covered an employee, member, or subscriber longer are determined before those of the Plan which covered that person for the shorter term.

D. EFFECT ON THE BENEFITS OF THIS PLAN

- 1. When This Section Applies. This Section D. applies when, in accordance with Section C. “Order of Benefit Determination Rules,” This Plan is a Secondary Plan as to one or more other plans. In that event the Benefits of This Plan may be reduced under this section. Such other plan or

plans are referred to as “the other plans” in 2) immediately below.

2. Reduction in this Plan’s Benefits. The Benefits of This Plan will be reduced when the sum of:
 - a. The Benefits that would be payable for the Allowable Expense under This Plan in the absence of this COB provision; and
 - b. The Benefits that would be payable for the Allowable Expenses under the other plans, in the absence of provisions with a purpose like that of this COB provision, whether or not claim is made; exceeds those Allowable Expenses in a Claim Determination Period. In that case, the Benefits of This Plan will be reduced so that they and the benefits payable under the other plans do not total more than those Allowable Expenses.

When the Benefits of This Plan are reduced as described above, each benefit is reduced in proportion. It is then charged against any applicable benefit limit of This Plan.

E. RIGHT TO RECEIVE AND RELEASE NEEDED INFORMATION

Certain facts are needed to apply these COB rules. RLHICA has the right to decide which facts it needs. It may get needed facts from or give them to any other organization or person. RLHICA need not tell, or get the consent of, any person to do this. Each person claiming Benefits under This Plan must give RLHICA any facts it needs to pay the claim.

F. FACILITY OF PAYMENT

A payment made under another plan may include an amount which should have been paid under This Plan. If it does, RLHICA may pay that amount to the organization which made that payment.

That amount will then be treated as though it were a benefit paid under This Plan. RLHICA will not have to pay that amount again. The term “payment made” includes providing Benefits in the form of services, in which case “payment made” means reasonable cash value of the Benefits provided in the form of services.

G. RIGHT OF RECOVERY

If the amount of the payments made by RLHICA is more than it should have paid under this COB provision, it may recover the excess from one or more of:

1. The persons it has paid or for whom it has paid;
2. Insurance companies; or
3. Other organizations.

The “amount of the payments made” includes the reasonable cash value of any benefits provided in the form of services.

IX. Disputed Claims Procedure

If you receive notice of an Adverse Benefit Determination, and if you think that RLHICA incorrectly denied all or part of your claim, here are the steps you can take:

First, you or your Dentist should contact RLHICA’s Customer Services department and ask them to check the claim to make sure it was processed correctly. You may do this by calling the toll-free number, 1-888-358-9484 and speaking to a telephone advisor. You may also mail your inquiry to the Customer Services Department at P.O. Box 738, Greenwood, IN 46142. When writing, please enclose a copy of your Explanation of Benefits and describe the problem. Be sure to include your name, telephone number, the date, and any information you would like considered about your claim. This inquiry is not required and should not be considered a formal request for review of a denied claim. RLHICA provides this opportunity for you to describe problems and submit explanatory information that might indicate your claim was improperly denied and allow RLHICA to correct this error quickly and without delay.

If your claim is still denied, you can submit your claim for a formal review through the Disputed Claims Procedure. Send your request in writing and mail it certified mail, return receipt requested, to:

**Dental Director
RLHICA
P.O. Box 738
Greenwood, IN 46142**

You may also contact the Consumer Services Division of the Arkansas Department of Insurance, 1200 W. Third Street, Little Rock, AR 72201-1904.

Please include your name and address, the Certificate Holder's Social Security number, the reason you believe the claim was wrongly denied, and any other information you would like considered about the claim.

Please refer to the Disputed Claims Procedures Addendum for a complete description of the procedures applicable to your claim and your right to appeal if your initial claim is denied.

X. Termination of Coverage

RLHICA must give your employer at least 45 days' advance notice of cancellation, expiration, nonrenewal, or change in rates. In the event RLHICA chooses to terminate the Plan due to nonpayment of premium, RLHICA will give your employer or organization notice of the termination within 45 days after the premium due date. The effective date of such termination shall be the first day of the period for which the premium is due.

Your RLHICA coverage may be automatically terminated:

- When your employer or organization advises RLHICA to terminate your coverage.
- On the last day of the month for which your employer or organization has failed to pay RLHICA, or for any other reason stated in the Plan.

In no event will eligibility for any person covered under this program continue beyond the date RLHICA is advised by your employer or organization to terminate eligibility.

A person whose eligibility is terminated may transfer to an individual direct payment contract with RLHICA. Please contact RLHICA to obtain further information.

XI. Continuation of Coverage

A. Loss of Eligibility During Treatment

1. If you and/or an Eligible Dependent lose eligibility while receiving dental treatment, only those Covered Services received while that individual was eligible under the Plan will be payable.
2. Certain procedures begun before the loss of eligibility may be covered if the services were

completed within a 60-day period measured from the date of termination. In those cases, RLHICA evaluates those services in progress to determine what portion may be paid by RLHICA. The balance of the total fee is your responsibility.

B. Continuation of Coverage – Disabled Dependent Children

Other provisions of the Plan notwithstanding, a Child's attainment of the Limiting Age does not terminate his or her eligibility if the Child is both:

1. incapable of self-sustaining employment because of mental or physical condition; and,
2. chiefly dependent upon the Certificate Holder for support and maintenance.

C. Continuation Coverage

If you believe you are eligible for Continuation Coverage pursuant to the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), or other federal law, please contact your employer, organization, or plan administrator.

D. Continuation Coverage – Death of Insured

Upon the death of the insured, coverage for Eligible Dependents (if any) shall continue for a period of 90 days, subject to the termination provisions found in Section III or Section X of this Plan.

E. Continuation Coverage – Eligible Dependents

Eligible Dependents may elect to continue the Benefits under this policy in the event of divorce, retirement or death of the Certificate Holder. To elect coverage, Eligible Dependents should contact the Certificate Holder's employer or group administrator immediately following the occurrence of one of the above-mentioned events.

F. Continuation Coverage – Total Disability

In the event this Plan is discontinued for any reason, the Benefits paid pursuant to this Plan shall continue for a period of 90 days in the event of total disability (on the date of such discontinuance) of the Certificate Holder or an Eligible Dependent.

XII. General Conditions

Change of Status

You must notify RLHICA through your employer or organization, of any event causing a change in the status of

an Eligible Dependent. Events that can affect the status of an Eligible Dependent include, but are not limited to, marriage, birth, death, divorce, and entrance into military service.

Assignment

Services and/or Benefit payments to you or an Eligible Dependent are for the personal benefit of you or an Eligible Dependent and cannot be transferred or assigned. Notwithstanding any other provision of this Plan, however, you or an Eligible Dependent may assign Benefit payments to the Dentist who rendered Covered Services under this Plan.

Subrogation

If RLHICA pays a claim for which another person or company is liable, RLHICA has the right to recover its payment from the other person or company.

Obtaining and Releasing Information

While you are covered by RLHICA, you agree to provide RLHICA with any information it needs to process your claims and administer your Benefits. This includes allowing RLHICA to have access to your dental records.

Dentist-Patient Relationship

You and your Eligible Dependents have the freedom to choose any Dentist. Each Dentist maintains the dentist-patient relationship with the patient and is solely responsible to the patient for dental advice and treatment and any resulting liability.

Late Claims Submission

RLHICA will not honor and no payment will be made for services if a claim for those services has not been received by RLHICA within one year from the date the services were completed.

Change of Certificate or Plan

No agent has the authority to change any provisions in this Certificate or the provisions of the Plan on which it is based. No changes to this Certificate or the underlying Plan are valid unless approved in writing by an officer of RLHICA.

Note: This Certificate and your Plan are subject to change if, in the future, federal and state privacy laws and regulations require RLHICA or your employer or organization to comply with such laws and regulations. Should any such change to your Certificate or Plan be necessary by law, you will receive written notice from

RLHICA informing you of the reasons for any change to your Certificate or Plan and the process by which you will receive an amended Certificate or the amended section of your Certificate.

Actions

No civil action may be brought to recover on this Certificate prior to the expiration 60 days after written proof of loss has been furnished in accordance with the requirements of this Certificate. No such action may be brought after the expiration of three years after the time written proof of loss is required to be given.

Representations

In the absence of fraud, all statements made by your employer or organization or by the individuals insured, shall be deemed to be representations and not warranties. No such statement shall be used in defense to a claim under this Policy, unless it is contained in a written application.

Renaissance Life & Health Insurance Company of America

Renaissance Dental Preferred Provider

This Policy is effective the [1st day of January, 2004 A.D.,] by and between [ABC COMPANY,] hereinafter referred to as the Policyholder and RENAISSANCE LIFE & HEALTH INSURANCE COMPANY OF AMERICA, an accident and health insurance company, sometimes hereinafter referred to as RLHICA.

Section I. Declarations

The benefits afforded are only with respect to such benefits as are indicated in this Policy. RLHICA's liability is limited to the benefits stated herein; subject to all the terms of this Policy having reference thereto.

A. Effective Date of Policy Year: [12:01 A.M. Standard Time, January 1, 2004 A.D.]

B. First Renewal Date: [January 1, 2005]

C. Group Number: [0000099-001]

D. Eligibility (Certificate Holder and Dependents):

[All full-time employees of the Policyholder working at least {20-40} hours per week,] [members of an association or trust,] and all individuals who are eligible for and elect Continuation Coverage pursuant to the Consolidated Omnibus Budget Reconciliation Act of 1985 if applicable.]

[Where two Certificate Holders are eligible under the same group and are legally married to each other, they will be enrolled under one application card and will receive benefits under a single policy without coordination of benefits under the RLHICA Policy.]

[Dependents of above-mentioned Certificate Holders are also eligible.]

[Dependents and domestic partners of above mentioned subscribers are also eligible.]

A domestic partner is defined as follows:

- each party is the sole domestic partner of the other;
- each party is at least 18 years of age or older and competent to enter into a contract in the state in which they reside;
- both parties currently share a common legal residence and have shared said residence for at least six months prior to application for domestic partner coverage;
- neither party is married to anyone or related to the other by adoption or blood to a degree of closeness that would otherwise bar marriage in the state in which they legally reside;
- both parties are in a relationship of mutual support, caring, and commitment and intend to remain in such a relationship in the indefinite future;
- both parties are jointly responsible for basic living expenses (basic living expenses are defined as the cost of basic food, shelter, and any other expenses of the common household-the partners need not contribute equally or jointly to the payment of these expenses as long as they agree that both are responsible for them); and
- neither party filed a Termination of Domestic Partnership within the preceding nine months.]

E. Waiting Period:

[All new Certificate Holders (and their Dependents, if covered above) added to the covered group and hired after the effective starting date of the Policy will be eligible for enrollment on the {date for which employment compensation begins.} or {the first day of the month following «0-90» days after the date for which employment compensation begins.}]

[All Certificate Holders (and their Dependents, if covered above) will be eligible for coverage for Class {II-IV} Benefits {6-12} months following the date the Certificate Holder enrolled.]

F. Deductible:

[\$ {25-500} deductible per person total per Benefit Year limited] [to a maximum deductible of \$ {75-1500} per family per Benefit Year on Class {I, II, III, IV} Benefits.] [The deductible does not apply to Class I or Class IV Benefits.]

[Deductible Carry Over-Any expenses incurred by a Certificate Holder, or an Eligible Dependent, for Covered Services during the last three months of a Benefit Year, and applied to the deductible for that Benefit Year, will also be applied to the deductible for the following Benefit Year.]

[Deductible Carry Forward-That portion of the deductible paid under a previous carrier's plan for the period January 1, 200X through {February-December} 31, 200X will be applied to the 200X Benefit Year deductible with RLHICA. It is the Certificate Holder's responsibility to provide RLHICA with adequate documentation of the deductible paid under the previous carrier's plan.]

[Policyholder has not selected a Deductible under this Policy.]

G. Covered Services:

RLHICA will pay Benefits for Covered Services according to the schedule listed below. RLHICA will base Benefit payments on the lesser of the Submitted Amount and the Allowed Amount. If the Submitted Amount for an Out-of-Network Dentist is more than the Allowed Amount, the Certificate Holder is not only responsible for paying the Dentist that percentage of the Allowed Amount listed in the “You Pay” column below, but is also responsible for paying the Dentist the difference between the Submitted Amount and the Allowed Amount.

	In-Network		Out-of-Network	
	RLHICA Pays	You Pay	RLHICA Pays	You Pay
Class I Benefits				
Diagnostic and Preventive Services	[50-100%]	[0-100%]	[50-100%]	[0-100%]
Class II Benefits				
Emergency Palliative Treatment	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Radiographs/Diagnostic Imaging	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Minor Restorative Services	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Simple Extractions	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Sealants	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Periodontal Maintenance	[0-100%]	[0-100%]	[0-100%]	[0-100%]
After-Hours Visits	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Class III Benefits				
Oral Surgery Services	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Endodontic Services	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Periodontic Services	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Major Restorative Services	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Prosthetic Services	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Relines and Repairs	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Occlusal Guard Services	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Office Visits	[0-100%]	[0-100%]	[0-100%]	[0-100%]

	In-Network		Out-of-Network	
	RLHICA Pays	You Pay	RLHICA Pays	You Pay
Class IV Benefits				
[Orthodontic Services]	[0-100%]	[0-100%]	[0-100%]	[0-100%]

[Orthodontic Benefits for Children are payable until the end of the calendar year of a Child's 19th birthday.]

[Orthodontic Benefits are payable to adult Certificate Holder's.]

[Policyholder has not selected Orthodontic Benefits under this Policy.]

[For services rendered by Out-of-Network Dentists, RLHICA determines this amount using statistically valid claims data submitted to RLHICA and affiliates based on the [60-90] percentile of the most frequently charged fees by providers in the same geographic areas for comparable service and supply updated every six (6) months using the most current codes and nomenclature developed and maintained by the American Dental Association.]

[For services rendered by Out-of-Network Dentists, RLHICA determines this amount based on the pre-negotiated fees agreed to by In-Network Dentists in your geographic area.]

H. Maximum Payment:

[\$300-3,000] per person total per Benefit Year on Class I, Class II and Class III Benefits collectively. [Payments made by Renaissance for Class I services will not apply to the Annual Maximum Payment amount].

[\$300-4,000] per person total per Lifetime on Class IV Benefits.]

I. Rate:

[Employee only - \${xxx.xx} per month per Certificate Holder.]

[Employee with one Child - \${xxx.xx} per month per Certificate Holder.]

[Employee with two or more Children - \${xxx.xx} per month per Certificate Holder.]

[Employee with spouse and one or more Children - \${xxx.xx} per month per Certificate Holder.]

[These rates are contingent upon 100 percent enrollment of the eligible group members and their Dependents as defined in Section I(D) with the entire cost of coverage paid by the Policyholder.]

[These rates are contingent upon [0-100] % Minimum Enrollment of the eligible group members and their Dependents as defined in Section I(D) with the entire cost of coverage paid by the Certificate Holder.]

[These rates are contingent upon [0-100] % Minimum Enrollment of the eligible group members and their Dependents as defined in Section I(D) with the cost of coverage for the Certificate Holder paid by the Policyholder, and the cost of coverage for an Eligible Dependent(s) paid by the Certificate Holder.]

[These rates are contingent upon [0-100] % Minimum Enrollment of the eligible group members and their Dependents as defined in Section I(D) with the cost of coverage shared between the Policyholder and the Certificate Holder.]

J. Benefit Year:

[The Benefit Year shall be based on a calendar year, from January 1, to December 31.]

[The Benefit Year shall be based on a Policy Year, from {January-December} 1, 20xx to {January-December} 31, 20xx.]

[K. Identification (ID) Cards:

ID cards are delivered to Policyholder for distribution to Certificate Holders with replacement ID cards mailed to {Certificate Holder's address of record} or {Policyholder}.]

Renaissance Life & Health Insurance Company of America
Renaissance Dental

Preferred Provider
Summary of Dental Plan Benefits
For [Group#0000099-0001]
[ABC COMPANY]

This Summary of Dental Plan Benefits should be read in conjunction with your Preferred Provider Dental Benefits Certificate. Your Preferred Provider Dental Benefits Certificate will provide you with additional information about your Renaissance Dental Plan, including information about plan exclusions and limitations.

Benefit Year – [January 1, ____ through December 31, ____]
 [_____ to _____]

Covered Services -	In-Network		Out-of-Network	
	RLHICA Pays	You Pay	RLHICA Pays	You Pay
Class I Benefits				
Diagnostic and Preventive Services - Used to evaluate existing conditions and/or to prevent dental abnormalities or disease (includes exams, cleanings, bitewing x-rays and fluoride treatments)	[50-100%]	[0-100%]	[50-100%]	[0-100%]
Class II Benefits				
Emergency Palliative Treatment - Used to temporarily relieve pain	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Radiographs/Diagnostic Imaging - X-rays as required for routine care or as necessary for the diagnosis of a specific condition	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Minor Restorative Services – Used to repair teeth damaged by disease or injury (for example, silver fillings and white fillings)	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Simple Extractions – Simple extractions including local anesthesia, suturing, if needed and routine post-operative care	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Sealants – Sealants for the occlusal surface of first and second permanent molars	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Periodontal Maintenance – Periodontal maintenance following active periodontal therapy	[0-100%]	[0-100%]	[0-100%]	[0-100%]
After Hour Visits – Services performed during after hours visits by a dentist	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Class III Benefits				
Oral Surgery Services – Extractions and dental surgery, including local anesthesia, suturing, if needed, and routine post-operative care [services for the diagnosis and treatment of temporomandibular disorders]	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Endodontic Services – Used to treat teeth with diseased or damaged nerves (for example, root canals)	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Periodontic Services – Used to treat diseases of the gums and supporting structures of the teeth	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Major Restorative Services – Used when teeth can't be restored with another filling material (for example, crowns)	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Prosthodontic Services – Used to replace missing natural teeth (for example, bridges and dentures, and certain implant services)	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Relines and Repairs – Relines and repairs to bridges, removable bridges, partial dentures, and complete dentures	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Occlusal Guards – Benefits for occlusal guards, and limited occlusal adjustments	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Office Visits – Office visits during regularly scheduled hours	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Class IV Benefits				
Orthodontic Services – Services, treatment, and procedures to correct malposed teeth [including Orthodontic Services for Children to the age of 19] [including Orthodontic Services for adults]	[0-100%]	[0-100%]	[0-100%]	[0-100%]

Method of Benefit Payment – For services rendered by In-Network Dentist, the Allowed Amount are pre-negotiated fees that the provider has agreed to accept as payment in full. Benefit payment will be based on the Allowed Amount method of payment. [For services rendered by Out-of-Network Dentists, RLHICA determines this amount using statistically valid claims data submitted to RLHICA and affiliates based on the [60-90] percentile of the most frequently charged fees by providers in the same geographic areas for comparable service and supply updated every six (6) months using the most current codes and nomenclature developed and maintained by the American Dental Association.] [For services rendered by Out-of-Network Dentists, RLHICA determines this amount based on the pre-negotiated fees agreed to by In-Network Dentists in your geographic area.] RLHICA will base Benefit payments on the lesser of the Submitted Amount and the Allowed Amount. If the Submitted Amount for an Out-of-Network Dentist is more than the Allowed Amount, the Certificate Holder is not only responsible for paying the Dentist that percentage of the Allowed Amount listed in the “You Pay” column, but is also responsible for paying the Dentist the difference between the Submitted Amount and the Allowed Amount.

Maximum Payment – \$[300-3000] per person total per benefit year on Class I, Class II and Class III Benefits collectively. [Payments made by Renaissance for Class I services will not apply to the Annual Maximum Payment amount].

[\$ 300-4000 per person total per Lifetime on Class IV Benefits.]

Deductible - \$[25-500] deductible per person total per benefit year limited to a maximum deductible of \$[75-1500] per family per benefit year on [Class I, Class II and Class III] Benefits. [The deductible does not apply to Class I or Class IV Benefits.]

[Deductible Carry Over-Any expenses incurred by a Certificate Holder, or an Eligible Dependent, for Covered Services during the last three months of a Benefit Year, and applied to the deductible for that Benefit Year, will also be applied to the deductible for the following Benefit Year.]

[Deductible Carry Forward-That portion of the deductible paid under a previous carrier's plan for the period January 1, 200X through {February - December} 31, 200X will be applied to the 200X Benefit Year deductible with RLHICA. It is the Certificate Holder's responsibility to provide RLHICA with adequate documentation of the deductible paid under the previous carrier's plan.]

Waiting Period - [All new Certificate Holders (and their Dependents, if covered above) added to the covered group and hired after the effective starting date of this Plan will be eligible for enrollment on the {date for which employment compensation begins.} or {the first day of the month following {{0-90}} days after the date for which employment compensation begins.}]

[All Certificate Holders (and their Dependents, if covered above) will be eligible for coverage for Class {I-IV} Benefits {6-12} months following the date the Certificate Holder enrolled under this group Plan.]

Eligible People – [All full-time employees of the policyholder working at least [20-40] hours per week or members of the association or trust and all individuals who are eligible for and elect Continuation Coverage pursuant to the Consolidated Omnibus Budget Reconciliation Act of 1985 if applicable. Also eligible are your legal spouse, your dependent unmarried children to the end of the calendar year in which they turn 19 or your children who have not yet reached the end of the calendar year of their 25th birthday, if the child is (1) dependent upon you for support and (2) is a full-time student or part-time student.]

[Where two certificate holders are eligible under the same group and are legally married to each other, they will be enrolled under one application card and will receive benefits under a single policy without coordination of benefits under the Renaissance Preferred Provider Dental Policy.] [The Policyholder pays the full cost of this plan.] [The Certificate Holder pays the full cost of this plan.] [The certificate holder contributes to the cost of this plan.]

Benefits will cease on the last day of the month in which the employee is terminated, subject to all applicable laws or regulations.



DISPUTED CLAIMS APPEAL PROCEDURE ADDENDUM

Whether or not you have asked RLHICA informally—as described in Section IX of your Certificate—to recheck its initial determination, you can submit your claim to a formal review through the Disputed Claims Appeal Procedure described here.

If you receive notice of an Adverse Benefit Determination, you, or your authorized representative, should seek a review as soon as possible, but **you must file your request for review within 180 days** of the date on which you receive your notice of the Adverse Benefit Determination which you are asking RLHICA to review. If you are seeking review of an Adverse Benefit Determination of a Concurrent Care Claim, you will have to seek review as soon as possible so that you may receive a decision on review before the course of treatment you are seeking to extend terminates.

To request a formal review of your claim, send your request in writing to:

**Dental Director
Renaissance Dental - RLHICA
P.O. Box 738
Greenwood, IN 46142**

Please include your name and address, the Subscriber's Social Security number, the reason why you believe your claim was wrongly denied, and any other information you believe supports your claim. You also have the right to review the Plan and any documents related to it. If you would like a record of your request and proof that it was received by RLHICA, you should mail it certified mail, return receipt requested.

The Dental Director, or any other person(s) reviewing your claim, will not be the same as, nor will they be subordinate to, the person(s), who initially decided your claims. The Dental Director will grant no deference to the prior decision about your claim, but rather will assess the information, including any additional information that you have provided, as if he were deciding the claim for the first time. The Dental Director's decision will take into account all comments, documents, records and other information relating to your claim even if the information was not available when your claim was initially decided.

If the decision is based, in whole or in part, on a dental or medical judgment (including determinations with respect to whether a particular treatment, drug, or other item is experimental, investigational or not medically necessary or appropriate), the Dental Director will consult a dental health care professional with appropriate training and experience. The dental health care professional will not be the same individual, or that person's subordinate, consulted during the initial determination.

The Dental Director will make his determination on review within 60 days of his receipt of your request. If your claim is denied on review (in whole or in part), you will be notified in writing. The notice of an Adverse Benefit Determination during the Disputed Claims Appeal Procedure will meet the requirements described below under the heading "Manner and Content of Notice."

Concurrent Care Decisions

If RLHICA has approved an ongoing course of treatment to be provided over a period of time or number of treatments, the following procedures will apply:

If RLHICA reduces or terminates the course of treatment (other than by Plan amendment) before the end of the period of time or number of treatments previously approved, you will be notified sufficiently in advance of the reduction or termination to allow you to appeal and obtain a determination on review of the decision before it becomes effective. The procedure for review of a Concurrent Care Decision will be the same as the procedures described in the first two sections of this document. The notice of any Adverse Benefit Determination on your claim will meet the requirements described below under the heading "Manner and Content of Notice."

If you make a request to extend a particular course of treatment beyond the already approved time or number, and the failure to extend the time period or course of treatment could seriously jeopardize your life, health, or ability to regain maximum function, or, in the opinion of a dentist with knowledge of your condition, failure to extend the time period or course

of treatment would subject you to severe pain that cannot otherwise be adequately managed, RLHICA will notify you of its decision within 24 hours of its receipt of your request, as long as you make your request at least 24 hours prior to the expiration of the prescribed period of time or number of treatments. The notice of any Adverse Benefit Determination on your claim will meet the requirements described below under the heading, "Manner and Content of Notice."

Manner and Content of Notice

Your notice of an Adverse Benefit Determination will inform you of the specific reasons(s) for the denial, the pertinent Plan provisions(s) on which the denial is based, the Plan's review procedures for dental claims, including applicable time limits, and that you are entitled to access, free of charge, upon request, all documents, records and other information relevant to your claim. The notice will also contain a description of any additional materials necessary to complete your claim, an explanation of why such materials are necessary, and a statement that you have a right to bring a civil action in court if you receive an Adverse Benefit Determination after your claim has been completely reviewed according to this Disputed Claims Appeal Procedure Addendum. The notice will also reference any internal rule, guideline, protocol or similar document or criteria relied on in making the Adverse Benefit Determination, and will include a statement that a copy of such rule, guideline or protocol may be obtained upon request at no charge. If the Adverse Benefit Determination is based on a matter of medical judgment or medical necessity, the notice will also contain an explanation of the scientific or clinical judgment on which the determination was based, or a statement that a copy of the basis for the scientific or clinical judgment can be obtained upon request at no charge.



Eligibility Enrollment/Update

Social Security Number _____

Group Name _____

Group/Subgroup# _____

Plan Enrollment/Update Information (please indicate type of update and fill in appropriate information)

Type of Update: New Enrollment Reinstatement Change/Correction to Information Termination of Benefits

Group Transfer
From: Group/Subgroup# _____ To: Group/Subgroup# _____ Rate Code Change
From: _____ To: _____ Effective Date of Change _____ Change is for:
Subscriber
Dependent

Subscriber Information (please complete for all enrollments/updates)

First Name _____ MI _____ Last Name _____

Street Address _____ Check if New Address

City _____ State _____ ZIP Code _____ E-mail address _____

Status: Active COBRA Retiree Surviving Job Title _____

Birth Date _____ Date of Hire _____ Coverage Effective Date _____
MM/DD/YYYY MM/DD/YYYY MM/DD/YYYY

Enrollment/Corrections to Information (please fill in for spouse/dependents for first-time enrollment or corrections)

SPOUSE

First Name _____ MI _____ Last Name if different _____

Birth Date _____ SSN _____ Status: Legal Surviving
MM/DD/YYYY

DEPENDENT #1

First Name _____ MI _____ Last Name if different _____

Birth Date _____ SSN _____ Status: IRS Surviving Disabled
MM/DD/YYYY

DEPENDENT #2

First Name _____ MI _____ Last Name if different _____

Birth Date _____ SSN _____ Status: IRS Surviving Disabled
MM/DD/YYYY

DEPENDENT #3

First Name _____ MI _____ Last Name if different _____

Birth Date _____ SSN _____ Status: IRS Surviving Disabled
MM/DD/YYYY

DEPENDENT #4

First Name _____ MI _____ Last Name if different _____

Birth Date _____ SSN _____ Status: IRS Surviving Disabled
MM/DD/YYYY

Employee Name _____ Employee ID _____

I request coverage under my employer's group insurance plan and authorize my employer to make deductions from my earnings of the required contributions, if any, toward the cost of the coverage.

Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

Signature _____ Date _____

SERFF Tracking Number: RENA-126524774 State: Arkansas
 Filing Company: Renaissance Life & Health Insurance Company State Tracking Number: 45829
 of America
 Company Tracking Number:
 TOI: H10G Group Health - Dental Sub-TOI: H10G.000 Health - Dental
 Product Name: Group Dental PPO Product
 Project Name/Number: /

Supporting Document Schedules

	Item Status:	Status Date:
Satisfied - Item: Flesch Certification	Approved-Closed	06/07/2010
Comments:		
Attachments:		
AR Compliance Statement.pdf		
PPO Readability Certification Form.pdf		

	Item Status:	Status Date:
Bypassed - Item: Application	Approved-Closed	06/07/2010
Bypass Reason: Application filed and approve on August 27, 2008, SERFF Tracking No. 125770181. The form has not changed since it's last approval.		
Comments:		

	Item Status:	Status Date:
Satisfied - Item: D-163A V3 PPO Declarations Redlined	Approved-Closed	06/07/2010
Comments:		
Attachment:		
D-163A V3 PPO Declarations Redlined 6-2009.pdf		

	Item Status:	Status Date:
Satisfied - Item: D-164A V3 PPO Summary Redlined	Approved-Closed	06/07/2010
Comments:		
Attachment:		
D-164A V3 PPO Summary Redlined 6-2009.pdf		

SERFF Tracking Number: RENA-126524774 State: Arkansas
 Filing Company: Renaissance Life & Health Insurance Company State Tracking Number: 45829
 of America
 Company Tracking Number:
 TOI: H10G Group Health - Dental Sub-TOI: H10G.000 Health - Dental
 Product Name: Group Dental PPO Product
 Project Name/Number: /

		Item Status:	Status Date:
Satisfied - Item:	D-413A V2 Disputed Claims Appeal Procedure Redlined	Approved-Closed	06/07/2010

Comments:

Attachment:

D-413A V2 RLHICA DISPUTED CLAIMS APPEAL PROCEDURE Redlined.pdf

		Item Status:	Status Date:
Satisfied - Item:	D-AR-002A V2 Eligibility Enrollment Form Redlined	Approved-Closed	06/07/2010

Comments:

Attachment:

D-AR-002A V2 Eligibility Enrollment Update Redlined.pdf

		Item Status:	Status Date:
Satisfied - Item:	D-100A-AR V2 PPO Policy Redlined	Approved-Closed	06/07/2010

Comments:

Attachment:

D-200A-AR V2 PPO Policy Redlined.pdf

		Item Status:	Status Date:
Satisfied - Item:	D-AR-0412A V3 PPO Certificate Redlined	Approved-Closed	06/07/2010

Comments:

Attachment:

D-AR-0412A V3 Certificate Redlined.pdf

STATE OF ARKANSAS
CERTIFICATION OF COMPLIANCE

Company Name: Renaissance Life & Health Insurance Company of America

Form Titles: Group Dental Indemnity Policy
Arkansas Group Dental Insurance Certificate
Declarations Section Page
Summary Section Page
Disputed Claims Appeal Procedure

Form Numbers: D-200A-AR
D-AR-0412A V2
D-163A V3
D-164A V3
D-412A V2

I hereby certify that to the best of my knowledge and belief, the above forms and submission complies with Reg. 19, as well as the other laws and regulations of the State of Arkansas.



Todd A. Svanda
Legal Counsel and Compliance Manager

March 3, 2010

Date

STATE OF ARKANSAS
READABILITY CERTIFICATION

Company Name: Renaissance Life & Health Insurance Company of America

I hereby certify, that the form(s) listed below has (have) the following readability score(s) as calculated by the Flesch Reading Ease Test.

Form Number	Score
D-200A-AR – Policy	44.4
D-AR-0412A V3 – Certification	44.6



Jed J. Jacobson, D.D.S., M.S., M.P.H.
Sr. V.P., Professional Services & Chief Science Officer

March 5, 2010

Date:

Renaissance Life & Health Insurance Company of America

Renaissance Dental Preferred Provider

This Policy is effective the [1st day of January, 2004 A.D.] by and between [ABC COMPANY,] hereinafter referred to as the Policyholder and RENAISSANCE LIFE & HEALTH INSURANCE COMPANY OF AMERICA, an accident and health insurance company, sometimes hereinafter referred to as RLHICA.

Section I. Declarations

The benefits afforded are only with respect to such benefits as are indicated in this Policy. RLHICA's liability is limited to the benefits stated herein; subject to all the terms of this Policy having reference thereto.

A. Effective Date of Policy Year: [12:01 A.M. Standard Time, January 1, 2004 A.D.]

B. First Renewal Date: [January 1, 2005]

C. Group Number: [0000099-001]

D. Eligibility (Certificate Holder and Dependents):

[All full-time employees of the Policyholder working at least {20-40} hours per week,] [members of an association or trust,] and all individuals who are eligible for and elect Continuation Coverage pursuant to the Consolidated Omnibus Budget Reconciliation Act of 1985 if applicable.]

[Where two Certificate Holders are eligible under the same group and are legally married to each other, they will be enrolled under one application card and will receive benefits under a single policy without coordination of benefits under the RLHICA Policy.]

[Dependents of above-mentioned Certificate Holders are also eligible.]

[Dependents and domestic partners of above mentioned subscribers are also eligible.

A domestic partner is defined as follows:

- each party is the sole domestic partner of the other;
- each party is at least 18 years of age or older and competent to enter into a contract in the state in which they reside;
- both parties currently share a common legal residence and have shared said residence for at least six months prior to application for domestic partner coverage;
- neither party is married to anyone or related to the other by adoption or blood to a degree of closeness that would otherwise bar marriage in the state in which they legally reside;
- both parties are in a relationship of mutual support, caring, and commitment and **they** intend to remain in such a relationship in the indefinite future;
- both parties are jointly responsible for basic living expenses (basic living expenses are defined as the cost of basic food, shelter, and any other expenses of the common household. **The partners need not contribute equally or jointly to the payment of these expenses as long as they agree that both are responsible for them); and**
- neither party filed a Termination of Domestic Partnership within the preceding nine months.]

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E. Waiting Period:

[All new Certificate Holders (and their Dependents, if covered above) added to the covered group and hired after the effective starting date of the Policy will be eligible for enrollment on the {date for which employment compensation begins.} or {the first day of the month following «0-90» days after the date for which employment compensation begins.}]

[All Certificate Holders (and their Dependents, if covered above) will be eligible for coverage for Class {II-IV} Benefits {6-12} months following the date the Certificate Holder enrolled.]

F. Deductible:

[\$ {25-500} deductible per person total per Benefit Year limited] [to a maximum deductible of \$ {75-1500} per family per Benefit Year on Class {I, II, III, IV} Benefits.] [The deductible does not apply to Class I or Class IV Benefits.]

[Deductible Carry Over-Any expenses incurred by a Certificate Holder, or an Eligible Dependent, for Covered Services during the last three months of a Benefit Year, and applied to the deductible for that Benefit Year, will also be applied to the deductible for the following Benefit Year.]

[Deductible Carry Forward-That portion of the deductible paid under a previous carrier's plan for the period January 1, 200X through {February-December} 31, 200X will be applied to the 200X Benefit Year deductible with RLHICA. It is the Certificate Holder's responsibility to provide RLHICA with adequate documentation of the deductible paid under the previous carrier's plan.]

[Policyholder has not selected a Deductible under this Policy.]

G. Covered Services:

RLHICA will pay Benefits for Covered Services according to the schedule listed below. RLHICA will base Benefit payments on the lesser of the Submitted Amount and the Allowed Amount. If the Submitted Amount for an Out-of-Network Dentist is more than the Allowed Amount, the Certificate Holder is not only responsible for paying the Dentist that percentage of the Allowed Amount listed in the "You Pay" column below, but is also responsible for paying the Dentist the difference between the Submitted Amount and the Allowed Amount.

	In-Network		Out-of-Network	
	RLHICA Pays	You Pay	RLHICA Pays	You Pay
Class I Benefits				
Diagnostic and Preventive Services	[50-100%]	[0-100%]	[50-100%]	[0-100%]
Class II Benefits				
Emergency Palliative Treatment	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Radiographs/Diagnostic Imaging	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Minor Restorative Services	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Simple Extractions	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Sealants	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Periodontal Maintenance	[0-100%]	[0-100%]	[0-100%]	[0-100%]
After-Hours Visits	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Class III Benefits				
Oral Surgery Services	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Endodontic Services	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Periodontic Services	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Major Restorative Services	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Prosthetic Services	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Relines and Repairs	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Occlusal Guard Services	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Office Visits	[0-100%]	[0-100%]	[0-100%]	[0-100%]

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Class IV Benefits	In-Network		Out-of-Network	
	RLHICA Pays	You Pay	RLHICA Pays	You Pay
[Orthodontic Services]	[0-100%]	[0-100%]	[0-100%]	[0-100%]

[Orthodontic Benefits for Children are payable until the end of the calendar year of a Child's 19th birthday.]

[Orthodontic Benefits are payable to adult Certificate Holder's.]

[Policyholder has not selected Orthodontic Benefits under this Policy.]

[For services rendered by Out-of-Network Dentists, RLHICA determines this amount using statistically valid claims data submitted to RLHICA and affiliates based on the [60-90] percentile of the most frequently charged fees by providers in the same geographic areas for comparable service and supply updated periodically using the most current codes and nomenclature developed and maintained by the American Dental Association.] [For services rendered by Out-of-Network Dentists, RLHICA determines this amount based on the pre-negotiated fees agreed to by In-Network Dentists in your geographic area.]

Deleted: For Out-of-Network Dentist, RLHICA determines Allowed Amount based upon treatment rendered and [the periodically determined {60-90th} percentile of fees charged by a sample of Dentist of similar training within your geographic area.] [the pre-negotiated fees agreed to by In-Network Dentists in your geographic area].

H. Maximum Payment:

[\$300-3,000] per person total per Benefit Year on Class I, Class II and Class III Benefits collectively.

[Payments made by Renaissance for Class I services will not apply to the Annual Maximum Payment amount].

[\$300-4,000] per person total per Lifetime on Class IV Benefits.]

I. Rate:

[Employee only - \${xxx.xx} per month per Certificate Holder.]

[Employee with one Child - \${xxx.xx} per month per Certificate Holder.]

[Employee with two or more Children - \${xxx.xx} per month per Certificate Holder.]

[Employee with spouse and one or more Children - \${xxx.xx} per month per Certificate Holder.]

[These rates are contingent upon 100 percent enrollment of the eligible group members and their Dependents as defined in Section I(D) with the entire cost of coverage paid by the Policyholder.]

[These rates are contingent upon [0-100] % Minimum Enrollment of the eligible group members and their Dependents as defined in Section I(D) with the entire cost of coverage paid by the Certificate Holder.]

[These rates are contingent upon [0-100] % Minimum Enrollment of the eligible group members and their Dependents as defined in Section I(D) with the cost of coverage for the Certificate Holder paid by the Policyholder, and the cost of coverage for an Eligible Dependent(s) paid by the Certificate Holder.]

[These rates are contingent upon [0-100] % Minimum Enrollment of the eligible group members and their Dependents as defined in Section I(D) with the cost of coverage shared between the Policyholder and the Certificate Holder.]

J. Benefit Year:

[The Benefit Year shall be based on a calendar year, from January 1, to December 31.]

[The Benefit Year shall be based on a Policy Year, from {January-December} 1, 20xx to {January-December} 31, 20xx.]

K. Identification (ID) Cards:

ID cards are delivered to Policyholder for distribution to Certificate Holders with replacement ID cards mailed to {Certificate Holder's address of record} or {Policyholder}.]

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**Renaissance Life & Health Insurance Company of America
Renaissance Dental**

**Preferred Provider
Summary of Dental Plan Benefits
For [Group#000099-0001]
[ABC COMPANY]**

This Summary of Dental Plan Benefits should be read in conjunction with your Preferred Provider Dental Benefits Certificate. Your Preferred Provider Dental Benefits Certificate will provide you with additional information about your Renaissance Dental Plan, including information about plan exclusions and limitations.

Benefit Year – [January 1, ____ through December 31, ____]
[_____ to _____]

Covered Services -

	In-Network		Out-of-Network	
	RLHICA Pays	You Pay	RLHICA Pays	You Pay
Class I Benefits				
Diagnostic and Preventive Services - Used to evaluate existing conditions and/or to prevent dental abnormalities or disease (includes exams, cleanings, bitewing x-rays and fluoride treatments)	[50-100%]	[0-100%]	[50-100%]	[0-100%]
Class II Benefits				
Emergency Palliative Treatment - Used to temporarily relieve pain	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Radiographs/Diagnostic Imaging - X-rays as required for routine care or as necessary for the diagnosis of a specific condition	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Minor Restorative Services – Used to repair teeth damaged by disease or injury (for example, silver fillings and white fillings)	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Simple Extractions – Simple extractions including local anesthesia, suturing, if needed and routine post-operative care	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Sealants – Sealants for the occlusal surface of first and second permanent molars	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Periodontal Maintenance – Periodontal maintenance following active periodontal therapy	[0-100%]	[0-100%]	[0-100%]	[0-100%]
After Hour Visits – Services performed during after hours visits by a dentist	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Class III Benefits				
Oral Surgery Services – Extractions and dental surgery, including local anesthesia, suturing, if needed, and routine post-operative care [services for the diagnosis and treatment of temporomandibular disorders]	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Endodontic Services – Used to treat teeth with diseased or damaged nerves (for example, root canals)	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Periodontic Services – Used to treat diseases of the gums and supporting structures of the teeth	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Major Restorative Services – Used when teeth can't be restored with another filling material (for example, crowns)	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Prosthetic Services – Used to replace missing natural teeth (for example, bridges and dentures, and certain implant services)	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Relines and Repairs – Relines and repairs to bridges, removable bridges, partial dentures, and complete dentures	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Occlusal Guards – Benefits for occlusal guards, and limited occlusal adjustments	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Office Visits – Office visits during regularly scheduled hours	[0-100%]	[0-100%]	[0-100%]	[0-100%]
Class IV Benefits				
Orthodontic Services – Services, treatment, and procedures to correct malposed teeth [including Orthodontic Services for Children to the age of 19] [including Orthodontic Services for adults]	[0-100%]	[0-100%]	[0-100%]	[0-100%]

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Method of Benefit Payment – For services rendered by In-Network Dentist, the Allowed Amount are pre-negotiated fees that the provider has agreed to accept as payment in full. Benefit payment will be based on the Allowed Amount method of payment. [\[For services rendered by Out-of-Network Dentists, RLHICA determines this amount using statistically valid claims data submitted to RLHICA and affiliates based on the \[60-90\] percentile of the most frequently charged fees by providers in the same geographic areas for comparable service and supply updated periodically using the most current codes and nomenclature developed and maintained by the American Dental Association.\]](#) [\[For services rendered by Out-of-Network Dentists, RLHICA determines this amount based on the pre-negotiated fees agreed to by In-Network Dentists in your geographic area.\]](#) RLHICA will base Benefit payments on the lesser of the Submitted Amount and the Allowed Amount. If the Submitted Amount for an Out-of-Network Dentist is more than the Allowed Amount, the Certificate Holder is not only responsible for paying the Dentist that percentage listed in the “You Pay” column, but is also responsible for paying the Dentist the difference between the Submitted Amount and the Allowed Amount.

Deleted: [For Out-of-Network Dentists, RLHICA determines the Allowed Amount based upon treatment rendered and [the periodically determined [60-90] percentile of fees charged by a sample of Dentists of similar training within your geographic area.] [the pre-negotiated fees agreed to by In-Network Dentists in your geographic area.]

Maximum Payment – \$[300-3000] per person total per benefit year on Class I, Class II and Class III Benefits collectively. [\[Payments made by Renaissance for Class I services will not apply to the Annual Maximum Payment amount\].](#)

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[\$ 300-4000 per person total per Lifetime on Class IV Benefits.]

Deductible - \$[25-500] deductible per person total per benefit year limited to a maximum deductible of \$[75-1500] per family per benefit year on [Class I, Class II and Class III] Benefits. [The deductible does not apply to Class I or Class IV Benefits.]

[Deductible Carry Over-Any expenses incurred by a Certificate Holder, or an Eligible Dependent, for Covered Services during the last three months of a Benefit Year, and applied to the deductible for that Benefit Year, will also be applied to the deductible for the following Benefit Year.]

[Deductible Carry Forward-That portion of the deductible paid under a previous carrier's plan for the period January 1, 200X through {February - December} 31, 200X will be applied to the 200X Benefit Year deductible with RLHICA. It is the Certificate Holder's responsibility to provide RLHICA with adequate documentation of the deductible paid under the previous carrier's plan.]

Waiting Period - [All new Certificate Holders (and their Dependents, if covered above) added to the covered group and hired after the effective starting date of this Plan will be eligible for enrollment on the {date for which employment compensation begins.} or {the first day of the month following {{0-90}} days after the date for which employment compensation begins.}]

[All Certificate Holders (and their Dependents, if covered above) will be eligible for coverage for Class {I-IV} Benefits {6-12} months following the date the Certificate Holder enrolled under this group Plan.]

Eligible People – [All full-time employees of the policyholder working at least [20-40] hours per week or members of the association or trust and all individuals who are eligible for and elect Continuation Coverage pursuant to the Consolidated Omnibus Budget Reconciliation Act of 1985 if applicable. Also eligible are your legal spouse, your dependent unmarried children to the end of the calendar year in which they turn 19 or your children who have not yet reached the end of the calendar year of their 25th birthday, if the child is (1) dependent upon you for support and (2) is a full-time student or part-time student.]

[Where two certificate holders are eligible under the same group and are legally married to each other, they will be enrolled under one application card and will receive benefits under a single policy without coordination of benefits under the Renaissance Preferred Provider Dental Policy.] [The Policyholder pays the full cost of this plan.] [The Certificate Holder pays the full cost of this plan.] [The certificate holder contributes to the cost of this plan.]

Benefits will cease on the last day of the month in which the employee is terminated, subject to all applicable laws or regulations.

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DISPUTED CLAIMS APPEAL PROCEDURE ADDENDUM

Whether or not you have asked RLHICA informally—as described in Section IX of your Certificate—to recheck its initial determination, you can submit your claim to a formal review through the Disputed Claims Appeal Procedure described here.

If you receive notice of an Adverse Benefit Determination, you, or your authorized representative, should seek a review as soon as possible, but **you must file your request for review within 180 days** of the date on which you receive your notice of the Adverse Benefit Determination which you are asking RLHICA to review. If you are seeking review of an Adverse Benefit Determination of a Concurrent Care Claim, you will have to seek review as soon as possible so that you may receive a decision on review before the course of treatment you are seeking to extend terminates.

To request a formal review of your claim, send your request in writing to:

Dental Director
Renaissance Dental - RLHICA
P.O. Box 738
Greenwood, IN 46142

Please include your name and address, the Subscriber's Social Security number, the reason why you believe your claim was wrongly denied, and any other information you believe supports your claim. You also have the right to review the Plan and any documents related to it. If you would like a record of your request and proof that it was received by RLHICA, you should mail it certified mail, return receipt requested.

The Dental Director, or any other person(s) reviewing your claim, will not be the same as, nor will they be subordinate to, the person(s), who initially decided your claims. The Dental Director will grant no deference to the prior decision about your claim, but rather will assess the information, including any additional information that you have provided, as if he were deciding the claim for the first time. The Dental Director's decision will take into account all comments, documents, records and other information relating to your claim even if the information was not available when your claim was initially decided.

If the decision is based, in whole or in part, on a dental or medical judgment (including determinations with respect to whether a particular treatment, drug, or other item is experimental, investigational or not medically necessary or appropriate), the Dental Director will consult a dental health care professional with appropriate training and experience. The dental health care professional will not be the same individual, or that person's subordinate, consulted during the initial determination.

The Dental Director will make his determination on review within 60 days of his receipt of your request. If your claim is denied on review (in whole or in part), you will be notified in writing. The notice of an Adverse Benefit Determination during the Disputed Claims Appeal Procedure will meet the requirements described below under the heading "Manner and Content of Notice."

Concurrent Care Decisions

If RLHICA has approved an ongoing course of treatment to be provided over a period of time or number of treatments, the following procedures will apply:

If RLHICA reduces or terminates the course of treatment (other than by Plan amendment) before the end of the period of time or number of treatments previously approved, you will be notified sufficiently in advance of the reduction or termination to allow you to appeal and obtain a determination on review of the decision before it becomes effective. The procedure for review of a Concurrent Care Decision will be the same as the procedures described in the first two sections of this document. The notice of any Adverse Benefit Determination on your claim will meet the requirements described below under the heading "Manner and Content of Notice."

If you make a request to extend a particular course of treatment beyond the already approved time or number, and the failure to extend the time period or course of treatment could seriously jeopardize your life, health, or ability to regain maximum function, or, in the opinion of a dentist with knowledge of your condition, failure to extend the time period or course

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of treatment would subject you to severe pain that cannot otherwise be adequately managed, RLHICA will notify you of its decision within 24 hours of its receipt of your request, as long as you make your request at least 24 hours prior to the expiration of the prescribed period of time or number of treatments. The notice of any Adverse Benefit Determination on your claim will meet the requirements described below under the heading, "Manner and Content of Notice."

Manner and Content of Notice

Your notice of an Adverse Benefit Determination will inform you of the specific reasons(s) for the denial, the pertinent Plan provisions(s) on which the denial is based, the Plan's review procedures for dental claims, including applicable time limits, and that you are entitled to access, free of charge, upon request, all documents, records and other information relevant to your claim. The notice will also contain a description of any additional materials necessary to complete your claim, an explanation of why such materials are necessary, and a statement that you have a right to bring a civil action in court if you receive an Adverse Benefit Determination after your claim has been completely reviewed according to this Disputed Claims Appeal Procedure Addendum. The notice will also reference any internal rule, guideline, protocol, or similar document or criteria relied on in making the Adverse Benefit Determination, and will include a statement that a copy of such rule, guideline or protocol may be obtained upon request at no charge. If the Adverse Benefit Determination is based on a matter of medical judgment or medical necessity, the notice will also contain an explanation of the scientific or clinical judgment on which the determination was based, or a statement that a copy of the basis for the scientific or clinical judgment can be obtained upon request at no charge.

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Social Security Number _____

Group Name _____

Group/Subgroup# _____

Plan Enrollment/Update Information (please indicate type of update and fill in appropriate information)

 Type of Update: New Enrollment Reinstatement Change/Correction to Information Termination of Benefits
Group Transfer

 From: Group/Subgroup# _____ To: Group/Subgroup# _____ Rate Code Change From: _____ To: _____ Effective Date of Change _____ Change is for:
 Subscriber
 Dependent
Subscriber Information (please complete for all enrollments/updates)

First Name _____ MI _____ Last Name _____

 Street Address _____ Check if New Address

 City _____ State _____ ZIP Code _____ E-mail address _____

 Status: Active COBRA Retiree Surviving Job Title _____

 Birth Date _____ Date of Hire _____ Coverage Effective Date _____
MM/DD/YYYY MM/DD/YYYY MM/DD/YYYY
Enrollment/Corrections to Information (please fill in for spouse/dependents for first-time enrollment or corrections)
SPOUSE

First Name _____ MI _____ Last Name if different _____

 Birth Date _____ SSN _____ Status: Legal Surviving
MM/DD/YYYY
DEPENDENT #1

First Name _____ MI _____ Last Name if different _____

 Birth Date _____ SSN _____ Status: IRS Surviving Disabled
MM/DD/YYYY
DEPENDENT #2

First Name _____ MI _____ Last Name if different _____

 Birth Date _____ SSN _____ Status: IRS Surviving Disabled
MM/DD/YYYY
DEPENDENT #3

First Name _____ MI _____ Last Name if different _____

 Birth Date _____ SSN _____ Status: IRS Surviving Disabled
MM/DD/YYYY
DEPENDENT #4

First Name _____ MI _____ Last Name if different _____

 Birth Date _____ SSN _____ Status: IRS Surviving Disabled
MM/DD/YYYY

Employee Name _____ Employee ID _____

I request coverage under my employer's group insurance plan and authorize my employer to make deductions from my earnings of the required contributions, if any, toward the cost of the coverage.

Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

Signature _____ Date _____

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Renaissance PPO

**Group Dental
PPO Policy**

P.O. Box 738 • Greenwood, Indiana 46142 • ~~888-358-9484~~ • www.RenaissanceDental.com

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**RENAISSANCE PPO
GROUP DENTAL PPO POLICY**

Table of Contents

Section II. Definitions4
Section III. Eligibility for Coverage5
Section IV. Continuation of Coverage7
Section V. Benefits8
Section VI. Exclusions and Limitations12
Section VII. Claims13
Section VIII. Agreements14
Section IX. General Provisions15
Section X. Term and Termination16
Section XI. Certificate of Coverage17
Section XII. Miscellaneous Requirements17

This Policy is a legal contract between the policy owner and the insurer. **Read your Policy carefully.**

Renaissance Life & Health Insurance Company of America (Underwriting Entity)
Attn: Renaissance Administration
| P.O. Box 30381
Lansing, Michigan 48909-7881
Administrative Direct Line: 1-800-745-7509
| Customer Service Direct Line: 1-888-358-9484|

Important Cancellation Information – Please Read The Provision Entitled, “Term And Termination,” Found On Page “16”.

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Section II. Definitions

- A. Allowed Amount** – means the maximum dollar amount RLHICA will base Benefit payment upon for any Covered Service. For services rendered by In-Network Dentist, the Allowed Amount are pre-negotiated fees that the provider has agreed to accept as payment in full. For services rendered by Out-of-Network Dentist, RLHICA determines this amount using statistically valid claims data submitted to RLHICA and affiliates based on the most frequently charged fees by providers in the same geographic areas for comparable service and supply updated periodically using the most current codes and nomenclature developed and maintained by the American Dental Association. (This definition is only applicable if the Allowed Amount method for Benefit payment is shown in the Declarations Section).
- B. Benefit Year** – means the calendar year, unless the Policyholder elects the Policy Year to serve as the Benefit Year. The Benefit Year is specified in the Declarations Section.
- C. Benefits** – means payment for dental services that have been selected under the Policy.
- D. Certificate Holder** – means all people who:
1. render service to the Policyholder as employees; and
 2. are certified as being eligible by the Policyholder; and
 3. receive compensation from the Policyholder; and
 4. are members of the group specified in the Declarations Section; or
 5. are retirees of the Policyholder subject to items 2 and 4 above and specified as eligible in the Declarations Section.
- E. Child** – means the Certificate Holder’s natural children, stepchildren, adopted children, or foster children placed in the foster home; children by virtue of legal guardianship during the waiting period for legal adoption or guardianship.
- F. Coinsurance** – means the percentage of the Allowed Amount for Covered Services that the Certificate Holder must pay toward treatment.
- G. Copayment** – means the dollar amount that the Certificate Holder must pay toward treatment.
- H. Covered Services** – means the unique dental services selected for benefits as described in the Declarations Section and subject to the terms and conditions of this Policy.
- I. Deductible** – means the amount an individual and/or a family must pay toward Covered Services before RLHICA begins paying for services under this Policy. If the Policyholder has selected a Deductible, it will be indicated in the Declarations Section.
- J. Dentist** – means a person licensed to practice dentistry in the state or country in which dental services are rendered.
- K. Eligible Dependent** – means (a) the Certificate Holder’s legal spouse and (b) any other dependents who meet the criteria for eligibility set forth in the Declarations Section. If dependent coverage has been selected, it will be included in the Declarations Section.
- L. Employee** – means a nonseasonal person who works on a full-time basis with a normal work week of 30 or more hours and who is otherwise eligible for coverage, but does not include a person who works on a part-time, temporary, or substitute basis.
- M. In-Network Dentist** – means a preferred provider Dentist that has entered into a contract to provide Covered Services for pre-negotiated fees that the Dentist has agreed to accept as payment in full. A current list of In-Network Dentists will be provided to each Certificate Holder.
- N. Legal Spouse** – means a person who is any of the following: (a) the spouse through a marriage legally recognized by the state in which the policy governing this Policy was issued; or (b) the partner through a

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If the Allowed Amount method for Benefit payment has been selected by the Policyholder, it will be indicated in the Declarations Section.

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civil union legally recognized by the state in which the policy governing this Policy was issued [.]]; or [(c) the domestic partner of the Certificate Holder, so long as the requirements listed in the Declarations Section are met.]

- O. **Limiting Age** – means the age at which a Child of the Certificate Holder is no longer eligible for dental Benefits under this Policy. A Child who has reached the end of the calendar year of his or her 19th birthday has attained the Limiting Age.
- P. **Maximum Payment** – means the maximum dollar amount RLHICA will pay in any Benefit Year or lifetime for Covered Services. The Maximum Payment is specified in the Declarations Section.
- Q. **Open Enrollment** – unless otherwise indicated in the Declarations Section, means the period of time an eligible person may enroll to receive dental benefits.
- R. **Out-of-Network Dentist** – means a Dentist that has not entered into a contract to provide Covered Services for pre-negotiated fees.
- S. **Policy** – means this document, including, if applicable, any appendices, supplements, riders, successor agreements, or renewals now or hereafter issued or executed.
- T. **Policyholder** – means the employer, organization, or plan sponsor who holds the contract with the insurer.
- U. **Policy Year** – means the 12-month period beginning on the first effective date of the Policy and each 12-month renewal period thereafter.
- V. **Rate** – means the amount, per Certificate Holder and Certificate Holder class, the Policyholder agrees to pay RLHICA each month. This amount, or the information necessary to compute it, is specified in the Declarations Section.
- W. **RLHICA** – means Renaissance Life and Health Insurance Company of America, a life, accident, and health insurer that underwrites health benefit programs.
- X. **Renaissance PPO** – means Renaissance’s national preferred provider organization that can reduce the out-of-pocket expenses for an eligible person if they receive care from one of Renaissance’s PPO Dentist.
- Y. **Submitted Amount** – means the fee a Dentist bills to RLHICA for a specific treatment.

Deleted: <#>-Processing Guidelines – RLHICA’s policies and guidelines used for Predetermination and payment of claims. The Processing Guidelines are based, in part, on coding definitions established by the American Dental Association, and may be amended from time to time. The Processing Guidelines are available upon request.¶

Section III. Eligibility for Coverage

A. General Eligibility Rules

1. No person will be eligible for dental Benefits under this Policy unless the Policyholder has either currently enrolled that person as a Certificate Holder or currently listed or acknowledged that person as an Eligible Dependent and unless the enrollment or listing is allowed under this Policy.
2. Unless the eligibility requirements stated in the Declarations Section are different, an Eligible Dependent is:
 - a. The legal spouse of the Certificate Holder; or
 - b. An unmarried Child of the Certificate Holder who has not yet reached the end of the calendar year of his or her 19th birthday; or
 - c. An unmarried Child that meets all of the following criteria: (1) is under the age of [25]; (2) is a resident of the same state as the Certificate Holder, [or] [and] is a full-time student; (3) is dependent upon the Certificate Holder or the Certificate Holder’s Legal Spouse for support; and (4) does not have coverage, other than coverage as a dependent, under another dental insurance plan; or,
 - d. An unmarried Child of the Certificate Holder or the Certificate Holder’s legal spouse if, pursuant to a court decree, the Certificate Holder or the Certificate Holder’s legal spouse is financially responsible for the medical, health, or dental care of the Child; or

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Deleted: A unmarried or never married Child of the Certificate Holder who has not yet reached his or her 25th birthday, so long as the Child is (1) dependent upon the Certificate Holder for support and (2) is a full-time or part-time student;

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e. An unmarried Child of the Certificate Holder who has reached the end of the calendar year of his or her 19th birthday and is both (1) incapable of self-sustaining employment by reason of a mental or physical condition and (2) chiefly dependent upon the Certificate Holder for support and maintenance. In the event that RLHICA denies a claim under this Policy for the reason that the Child has attained the Limiting Age for dependent children, the Certificate Holder has the burden of establishing that the Child continues to meet the two criteria specified above. If requested by RLHICA, the Certificate Holder shall submit medical reports confirming that the Child meets the two criteria specified above.

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3. No person will be eligible for orthodontic Benefits under this Policy unless Class IV Benefits are selected in the Declarations Section and, even if Class IV Benefits are selected, no person will be eligible for orthodontic Benefits after the end of the calendar year of his or her 19th birthday, unless specified in the Declarations Section.

B. Effective Date of Eligibility

1. **Initial effective date:** All Certificate Holders on the effective date of this Policy are immediately eligible for dental Benefits. If dependents of the Certificate Holders are covered by this Policy, their eligibility commences on the same date as the Certificate Holders'.
2. **After the initial effective date:** For all Certificate Holders (and their Eligible Dependents, if specified in this Policy) not associated with the Policyholder on the initial effective date of this Policy, eligibility for dental Benefits will begin, unless stated otherwise, on the first day of the month following whichever of the following dates is applicable:
 - a. Newly hired or rehired employees: The date for which employment compensation begins or, if applicable, that date plus the number of days specified as a waiting period in the Declarations Section.
 - b. Spouse: Date of marriage.
 - c. Newborn: Eligibility for dental Benefits begins on the Child's actual date of birth, including conditions due to congenital malformation. A notice of birth together with the additional premium must be submitted to us within 90 days after the date of birth in order to continue coverage beyond the 90-day period.
 - d. Foster children, legal adoptions or guardianships: Eligibility for dental Benefits begins on the date the Child is placed in the foster home or with the Certificate Holder; then this Child will be covered on the same basis as a natural child. A Child adopted on or after the Insured's effective date will be covered from the date of the filing of a petition for adoption if the Insured applies for coverage within 60 days after the filing of the petition for adoption. However, the coverage shall begin from the moment of birth if the petition for adoption and application for coverage is filed within 60 days after the birth of the Child. Coverage for an adopted Child shall terminate upon the dismissal or denial of a petition for adoption.
 - e. Stepchild: Date that the Child's natural parent becomes a dependent eligible for dental Benefits.
 - f. All others: Date that RLHICA approves in writing the enrollment or listing of those people, unless compelled by a court or administrative order to provide health benefit plan coverage for a Child or Eligible Dependent.

Once eligible, Certificate Holders and their Eligible Dependents must enroll for coverage under this Policy within 30 days from the date upon which such Certificate Holder or Eligible Dependent becomes eligible for dental Benefits under the terms of Section III. B. immediately above or as outlined in the Declarations section. A Certificate Holder properly enrolls for coverage by completing all enrollment forms required by RLHICA, and submitting such forms to the Policyholder. If the Certificate Holder or Eligible Dependent does not properly enroll for coverage within 30 days from the date upon which he/she becomes eligible for dental Benefits, then such Certificate Holder or Eligible Dependent must wait until the next Open Enrollment period to enroll or as outlined in the Declarations section.

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C. Termination of Eligibility

Eligibility for dental Benefits will terminate for all Certificate Holders and dependents under this Policy at the earlier of:

1. The termination of this Policy; or
2. The last day of the month for which payment has been made if the Policyholder fails to make the payments required by this Policy.

Eligibility of an individual Certificate Holder, and of the Eligible Dependents of that Certificate Holder, will also terminate if that Certificate Holder ceases to be a Certificate Holder as defined by this Policy. An Eligible Dependent also terminates upon lack of compliance with the eligibility requirements of this Policy.

In no event will eligibility for any person covered under this Policy continue beyond the date RLHICA is advised by the Policyholder to terminate that person's eligibility.

D. Conversion to an Individual Policy

A person whose eligibility under this Plan is terminated or who loses coverage under this Plan may be eligible to elect coverage under an individual conversion policy. Any request to obtain a conversion policy will be honored in accordance with applicable state law.

Section IV. Continuation of Coverage

A. Loss of Eligibility During Treatment

1. If a Certificate Holder and/or Eligible Dependent lose eligibility while receiving dental treatment, only Covered Services received while that individual was eligible under the plan will be payable.
2. Certain procedures begun before the loss of eligibility may be covered if the services were completed within a 30-day period measured from the date of termination. In those cases, RLHICA evaluates those services in progress to determine what portion may be paid by RLHICA. The balance of the total fee is the Certificate Holder's responsibility.

B. Continuation of Coverage – Disabled Dependent Children

The other provisions of this Policy notwithstanding, a Child's attainment of the Limiting Age does not terminate his or her eligibility under this Policy if the Child is both:

1. incapable of self-sustaining employment because of mental or physical condition; and,
2. chiefly dependent upon the Certificate Holder for support and maintenance.

C. Continuation Coverage

The other provisions of this Policy notwithstanding, eligibility for dental Benefits will continue for an individual who is required to be provided with and elects continuation coverage pursuant to the Consolidated Omnibus Budget Reconciliation Act (COBRA) provided:

1. The Policyholder elects COBRA coverage under this Policy.
2. Continuation coverage is required to be provided under COBRA.
3. The Policyholder notifies RLHICA that the individual is eligible for Benefits.
4. Coverage shall only be in effect up to the first day of the month after the individual notifies the Policyholder that he or she no longer wants coverage from RLHICA or until the end of the individual's continuation coverage period, whichever occurs first.
5. Further, coverage shall only remain in effect to the last day of the month for which payment has been made to RLHICA by the Policyholder. However, an individual's coverage may be retroactively

reinstated for the 60-day COBRA “election” period if the Policyholder pays the applicable Rate for the period. RLHICA may, at its sole option and without notice, continue coverage, if legally required.

6. Coverage will not continue beyond the termination of this Policy.

The individual is responsible for the costs of any service provided after an individual is no longer eligible for continuation coverage under this subsection. Proper and timely notification should be given to RLHICA to delete the individual’s coverage.

The monthly Rate that the Policyholder must pay on behalf of any individual who is provided coverage under this subsection will be based on the COBRA continuation coverage rates then in effect during that month.

An individual who continues coverage will be considered to be either a Certificate Holder or an Eligible Dependent under this Policy and the dental care certificate as long as coverage is provided under this section. RLHICA does not assume any of the obligations assigned by COBRA to the Policyholder or any employer (including the obligation to notify potential beneficiaries of their rights or options under COBRA), and the Policyholder agrees that it will perform those obligations in full.

Not all employers are subject to the continuation coverage requirements contained in COBRA. For those that are not, the above language in Section IV C does not apply. Employers should consult with their legal counsel to determine how and when the law applies.

Section V. Benefits

A. Types of Dental Benefits

RLHICA agrees to provide Benefits to Certificate Holders and Eligible Dependents under the policies and procedures of RLHICA, and under the terms and conditions of this Policy, including, but not limited to, the classes, exclusions, and limitations listed below.

Unless otherwise specified in the Declarations Section, Benefits may be divided into the following classes, and are subject to the exclusions and limitations listed below. **Please see the Declarations Section for the classification of Benefits, exclusions and limitations applicable under your Policy.**

A detailed list of the Benefits provided under this Policy is available upon request by the Policyholder. All time limitations are measured either from the last date of service in any RLHICA plan or, at the request of the Policyholder, from the last date of service in any dental plan.

1. Class I Benefits

a. Diagnostic and Preventive Services:

Services and procedures to evaluate existing conditions and/or to prevent dental abnormalities or disease. These services include evaluations (examinations), prophylaxes (cleanings), bitewing X-rays and fluoride treatments. These services are subject to the following exclusions and limitations:

- i. Topical fluoride treatments are payable twice in a Benefit Year for Children, under age 14.
- ii. Benefits for oral evaluations rendered as a consultation or exam are payable twice in any Benefit Year, whether provided under one or more RLHICA plans.
- iii. Benefits for prophylaxes are payable twice in any Benefit Year **but not more than once in any six (6) month period.**
- iv. Bitewing X-rays are payable once in any Benefit Year.
- v. Benefits for space maintenance are payable once per lifetime, per area **on posterior teeth**, for Children under the age of 14 years.

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- vi. RLHICA will not make payment for preventive control programs, including home care items, oral hygiene instructions, nutritional counseling, and tobacco counseling and all charges for the same will be the responsibility of the Certificate Holder.
- vii. RLHICA will not make payment for tests and laboratory examinations (including, but not limited to cytology, bacteriology, pathology) and caries susceptibility tests and all charges for the same will be the responsibility of the Certificate Holder, unless otherwise indicated in the Declarations section.

2. Class II Benefits

a. Emergency Palliative Treatment

Emergency treatment to temporarily relieve pain.

b. Radiographs (x-rays)/Diagnostic Imaging

X-rays as required for routine care or as necessary for the diagnosis of a specific condition, subject to the following limitations:

- i. Full mouth X-rays (which include bitewing X-rays) or a panoramic x-ray (with or without bitewing x-rays) are payable once in any five-year period.
- ii. A serial listing of x-rays is paid as a full mouth series if the total fee equals or exceeds the fee for a complete series.
- iii. Any supplemental films with a full mouth series are part of the complete procedure.
- iv. Benefits for a cephalometric film, oral/facial images or diagnostic casts are not payable.
- v. Benefits for posterior-anterior or lateral skull and facial bone survey, sialography, temporomandibular joint films (including arthrograms) or tomographic films are not payable.

c. Minor Restorative Services

Minor restorative services to rebuild and repair natural tooth structure when damaged by disease or injury. These services include amalgam (silver) and resin (white) fillings, subject to the following exclusions and limitations:

- i. Amalgam and composite resin restorations are payable once per tooth surface within a 24-month period regardless of the number of combination of restorations placed on a surface.
- ii. RLHICA will not make payment for dentistry for aesthetic reasons and all charges for the same will be the responsibility of the Certificate Holder.

d. Simple Extractions

Simple extractions including local anesthesia, suturing, if needed, and routine post-operative care.

e. Sealants

Sealants are payable only for the occlusal surface of first permanent molars for Children under the age of nine and second permanent molars for Children under the age of 14. The surface must be free from decay and restorations. Sealants are a benefit payable once in any three-year period.

f. Periodontal Maintenance Following Therapy

Periodontal maintenance following active periodontal therapy procedures along with benefits for prophylaxes, including periodontal maintenance procedures, are payable twice in any Benefit Year. Full mouth debridement will be payable once in the Certificate Holder's lifetime.

g. Other Class II Services

- i. After hours visits, not to exceed once per Benefit Year.

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3. Class III Benefits

a. Oral Surgery Services

Extractions and dental surgery, including local anesthesia, suturing, if needed, and routine postoperative care subject to the following exclusions and limitations:

- i. RLHICA will not make payment for the following services, and all charges for the same will be the responsibility of the Certificate Holder: correction of congenital or developmental malformations, cosmetic surgery, or dentistry for aesthetic reasons.
- ii. ~~RLHICA will not make payment for the following benefits and services, and all charges for the same will be the responsibility of the Certificate Holder: any appliance or surgical procedure used to (a) change vertical dimension; (b) restore or maintain occlusions; (c) replace tooth structure lost as a result of abrasion, attrition or erosion; and, (d) splint or stabilize teeth for periodontal reasons.~~
- iii. RLHICA will not make payment for the following benefits and services, and all charges for the same will be the responsibility of the Certificate Holder unless otherwise specified in the Declarations Section: appliances, restorations, x-rays or services for the diagnosis or treatment of temporomandibular disorders (TMD).
- iv. RLHICA will not make payment for the following benefits and services, and all charges for the same will be the responsibility of the Certificate Holder: charges related to hospitalization or general anesthesia and/or intravenous sedation for restorative dentistry or surgical procedure unless a specified need is shown.

b. Endodontic Services

The treatment of teeth with diseased or damaged nerves (for example, root canals), subject to the following exclusions and limitations:

- i. Benefits for endodontic therapy, endodontic retreatment, and apicoectomy/periradicular services are payable once per tooth in 24 months.
- ii. Benefits for root canal fillings on primary teeth are limited to primary teeth without succedaneous (replacement) teeth.
- iii. RLHICA will not make payment for the following benefits and services, and all charges for the same will be the responsibility of the Certificate Holder: pulp caps, maxillofacial prosthetics or myofunctional therapy.

c. Periodontic Services

The treatment of diseases of the gums and supporting structures of the teeth. These services are subject to the following exclusions and limitations:

- i. Benefits for prophylaxes, including periodontal prophylaxes are payable twice in any Benefit Year. Full mouth debridement will be payable once in the Certificate Holder's lifetime.
- ii. Benefits for root planing and scaling are payable once per area in any two-year period.
- iii. Periodontal surgery is payable once per area in any three-year period.
- iv. RLHICA will not make payment for the following benefits and services, and all charges for the same will be the responsibility of the Certificate Holder: any appliance or surgical procedure used to (a) change vertical dimension; (b) restore or maintain occlusions; (c) replace tooth structure lost as a result of abrasions, attrition or erosion; and (d) splint or stabilize teeth for periodontal reasons.

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d. Major Restorative

Major restorative services, such as crowns, used when teeth cannot be restored with another filling material. These services are subject to the following exclusions and limitations:

- i.** Cast restorations (including crowns, onlays, veneers) and associated procedures such as cores and post substructures on the same tooth are payable once in any seven-year period.
- ii.** Porcelain, porcelain/ceramic substrate, porcelain/resin processed to metal, and cast restorations are not payable for Children less than 12 years of age.
- iii.** Benefits for core buildups, cast posts and cores, and prefabricated posts are limited to once per tooth.
- iv.** Optional treatment: If the Certificate Holder or Eligible Dependent selects a more expensive service than is customarily provided or for which RLHICA does not determine that a valid dental need is shown, RLHICA may make an allowance based on the fee for the customarily provided service.
- v.** Inlays, regardless of the material used: RLHICA will pay only the applicable amount that it would have paid for a resin-based composite restoration. The Certificate Holder will be responsible for any additional charges.
- vi.** RLHICA will not make payment for the following benefits and services and all charges for the same will be the responsibility of the Certificate Holder: any appliance or surgical procedure used to (a) change vertical dimension; (b) restore or maintain occlusions; (c) replace tooth structure lost as a result of abrasions, attrition or erosions; and, (d) splint or stabilize teeth for periodontal reasons.

e. Prosthodontic Services

Services and appliances that replace missing natural teeth (such as bridges, partial dentures, and complete dentures): RLHICA will make payment for procedures to replace a missing tooth or teeth that were lost before employment with this group, subject to the following exclusions and limitations:

- i.** One complete upper and one complete lower denture are Benefits once in any seven-year period.
- ii.** A partial denture, fixed bridge, or removable bridge and any associated services are payable once in any seven-year period.
- iii.** Fixed bridges and removable cast partials are not payable for Children less than 16 years of age.
- iv.** Benefits for tissue conditioning are payable twice per denture unit in any three-year period.
- v.** Endosteal implants are allowed once per tooth, per lifetime. RLHICA will not make payment if implant is placed within seven years following prosthodontic or major restorative services involving that tooth.
- vi.** RLHICA will not make payment for specialized implant surgical techniques, removal of implant, implant maintenance procedures, or implant repairs, and all charges for the same will be the responsibility of the Certificate Holder unless otherwise specified in the Declarations Section.
- vii.** RLHICA will not make payment for the following benefits and services, and all charges for the same will be the responsibility of the Certificate Holder: temporary, provisional or interim prosthodontic appliances; precision or semi-precision attachments or myofunctional therapy.

viii. RLHICA will not make payment for the following benefits and services, and all charges for the same will be the responsibility of the Certificate Holder: any appliance or surgical procedure used to (a) change vertical dimension; (b) restore or maintain occlusions; (c) replace tooth structure lost as a result of abrasions, attrition or erosion; and (d) splint or stabilize teeth for periodontal reasons.

f. Relines and Repairs

Relines and repairs to bridges, removable bridges, partial dentures, and complete dentures. A reline or a complete replacement of denture base material is limited to once in any three-year period per appliance.

g. Other Class III Services

- i. Benefits for an occlusal guard are payable only once in any five-year period.
- ii. Benefits for limited occlusal adjustments are payable once in a Benefit Year.
- iii. Office visits during regularly scheduled hours are payable once per Benefit Year.
- iv. RLHICA will not make payment for the following services, and all charges for the same will be the responsibility of the Certificate Holder: repair, relines, or adjustments of occlusal guards.

4. Class IV Benefits

Orthodontic Services

Services, treatment, and procedures to correct malposed teeth, subject to the following exclusions and limitations:

- a. RLHICA's payment for orthodontic services (Class IV Benefits) will be limited to the lifetime maximum specified in the Declarations Section of this Policy.
- b. Orthodontic Benefits are payable until the end of the calendar year of the 19th birthday of a Certificate Holder or Eligible Dependent unless otherwise specified in the Declarations Section.
- c. If the treatment plan is terminated before completion of the case for any reason, RLHICA's obligation will cease with payment up to the date of termination.
- d. The Dentist may terminate treatment, with written notification to RLHICA and to the patient, for lack of patient interest and cooperation. In those cases, RLHICA's obligation for payment of Benefits ends on the last day of the month in which the patient was last treated.
- e. RLHICA will not make payment for the following benefits and services and all charges for the same will be the responsibility of the Certificate Holder: lost, missing, or stolen appliances of any type and replacement or repair of an orthodontic appliance.

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Section VI. Exclusions and Limitations

A. Exclusions:

In addition to the exclusions listed above in the Benefits section, RLHICA will not make payment for the following benefits and services, and all charges for the same will be the responsibility of the Certificate Holder, unless otherwise specified in the Declarations Section.

Services for injuries or conditions paid pursuant to Workers' Compensation or Employer's Liability laws. Benefits or services that are received from any government agency, political subdivision, community agency, foundation, or similar entity. NOTE: This provision does not apply to any programs provided under Title XIX Social Security Act, that is, Medicaid.

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Services or appliances started prior to the date the person became eligible under this Policy, excluding orthodontic treatment.

1. Charges for failure to keep a scheduled visit with the Dentist.
2. Charges for completion of forms or submission of claims.
3. Services for which no valid dental need can be demonstrated, that are specialized techniques, or that are investigational in nature as determined by the standards of generally accepted dental practice.
4. Treatment by other than a Dentist, except for services performed by a licensed dental hygienist under the scope of his or her license.
5. Those Benefits excluded by the policies and procedures of RLHICA, including the Processing Guidelines.
6. Services or supplies for which no charge is made, for which the patient is not legally obligated to pay or for which no charge would be made in the absence of RLHICA coverage.
7. Services or supplies received as a result of dental disease, defect, or injury due to an act of war, declared or undeclared.
8. Services that are generally covered under a hospital, surgical/medical, or prescription drug program.
9. Services that are not within the classes of Benefits that have been selected and are not in this Policy.
10. RLHICA will not make payment for the following benefits and services and all charges for the same will be the responsibility of the Certificate Holder: prescription drugs, non-prescription drugs, premedications, localized delivery of chemotherapeutic agents, relative analgesia, non-intravenous conscious sedation, therapeutic drug injections, hospital visits, desensitizing medicaments and techniques, behavior management, athletic mouthguards, house/extended care facility visit, mounted occlusal analysis, complete occlusal adjustment, enamel microabrasions, odontoplasty or bleaching.

B. Limitations:

In addition to the limitations listed above in the Benefits section, the following limitations apply under this Policy, unless otherwise specified in the Declarations Section:

1. RLHICA's obligation for payment of Benefits ends on the last day of the month in which coverage is terminated under this Policy.
2. When services in progress are interrupted and completed later by another Dentist, RLHICA will review the claim to determine the amount of payment, if any, to each Dentist.
3. Care terminated due to the death of a Certificate Holder or Eligible Dependent will be paid to the limit of RLHICA's liability for the services completed or in progress.
4. The maximum Benefit payable in any one Benefit Year will be limited to the amount specified in the Declarations Section of this Policy.
5. If a plan Deductible amount is specified in the Declarations Section, RLHICA will not be obligated to pay for, in whole or in part, any services until the Deductible amount is met.

Section VII. Claims

A. Notice of Claim

Written notice of claim must be given within 20 days after a covered loss starts or as soon as reasonably possible. The notice may be given to RLHICA at its home office or to RLHICA's agent. Notice should include the name of the insured and the Policy number.

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B. Claim Forms

RLHICA, upon receipt of a notice of claim, will furnish to the claimant such forms as are usually furnished by it for filing proofs of loss. If such forms are not furnished within 15 days after the giving of such notice the claimant shall be deemed to have complied with the requirements of this Policy as to proof of loss upon submitting, within the time fixed in the Policy for filing proofs of loss, written proof covering the occurrence, the character and the extent of the loss for which claim is made.

C. Proof of Loss

Written proof of loss must be given within 90 days after such loss. If it was not reasonably possible to give written proof in the time required, RLHICA shall not reduce or deny the claim for this reason if the proof is filed as soon as reasonably possible. In any event, the proof required must be given no later than 1 year from the time specified unless the claimant was legally incapacitated.

D. Payment of Claims

Upon receipt of all required claim information and in accordance with prompt payment of claim laws, RLHICA shall notify claimant within 30 days of receipt of claim as to whether the claim has been processed for payment, denied, or incomplete. If the claim is denied, RLHICA shall provide specific notice. If the claim is incomplete, RLHICA shall provide a description of all information needed.

Section VIII. Agreements

A. RLHICA Agrees:

1. To make no payments from the money received from the Policyholder for any services rendered to a person who is not eligible for dental Benefits as defined in this Policy.
2. To make payments in the following manner for Covered Services provided to the Certificate Holder and Eligible Dependents: RLHICA will base payment on the lesser of the Submitted Amount, and either the Allowed Amount or an amount based on a Table of Allowances, whichever is applicable. RLHICA will either send payment to the Certificate Holder who is responsible for paying the Dentist whatever he or she charges, or directly to the Dentist if the Certificate Holder or Eligible Dependent has assigned Benefit payments to the Dentist who rendered Covered Services under this Policy.
3. To provide standard reports to the Policyholder upon request for no additional charge and to provide agreed to non-standard reports on a time and materials basis.
4. That no agent has authority to change the Policy or waive any of its provisions and that no change in the Policy shall be valid unless approved by an officer of RLHICA and evidenced by endorsement on the Policy, or by amendment to the Policy signed by the Policyholder and RLHICA.
5. To provide the Policyholder 60 days prior written notice of any adjustment in Rates, Benefits, or Copayments payable under this Policy. Such adjustments may be made, at RLHICA's sole option to correct potential adverse group experience resulting from the following:
 - a. Information provided upon enrollment proves to be in error; or
 - b. Terms and provisions of the Policy are violated; or
 - c. Initial size or composition of the group changes to the extent it adversely affects the Rates.

If the Policyholder refuses to accept this adjustment, RLHICA may, in its sole discretion, implement the adjustment or an alternative adjustment or cancel this Policy.

B. Policyholder Agrees:

1. To pay RLHICA the monthly Rate specified in the Declarations Section of this Policy, in advance, unless otherwise specified in the Declarations Section.

2. To enroll as Certificate Holders all eligible employees or members of the Policyholder and to list, if covered, all Eligible Dependents of those Certificate Holders, to the extent required under the Policy. The Policyholder will provide RLHICA an accurate monthly statement of the total number and names of all Certificate Holders and, if applicable, all Eligible Dependents.
3. To permit RLHICA, by its auditors or other authorized representatives, on reasonable advance written notice, to inspect the Policyholder's record to verify the accuracy of lists of Certificate Holders and Eligible Dependents submitted to RLHICA. Clerical errors or delays in keeping or relaying data will not invalidate eligibility that would otherwise be validly in force or continue eligibility that would otherwise be validly terminated, if, after discovery of the errors or delays, an equitable adjustment of the Policyholder's payment can be made in a reasonable period of time.
4. To collect and pay to RLHICA any amounts that the Policyholder's Certificate Holders are required to pay to RLHICA under this Policy or any written employment contracts. Any amounts not collected will be the responsibility of the Policyholder.
5. To pay for any agreed to non-standard reports on a time and materials basis.

Section IX. General Provisions

A. Entire Contract:

This Policy, with the application and attached papers, is the entire contract between the Policyholder and RLHICA. No change in this Policy will be effective until approved by an officer of RLHICA. This approval must be noted on or attached to this Policy. No agent may change this Policy or waive any of its provisions.

B. Contesting Validity of Policy:

After 2 years from the issue date, only fraudulent misstatements in the application may be used to void the Policy or deny any claim for loss incurred or disability starting after the 2-year period. This provision shall be read in conjunction with state insurance laws and is not applicable in all jurisdictions and may only apply to non-payment of premium after 2 years from the issue date.

C. Grace Period:

This Policy has a 31-day grace period. This provision means that if a renewal premium is not paid on or before the date it is due, it may be paid during the following grace period. The grace period will not apply if, at least 30 days before the premium due date, RLHICA has delivered or mailed to the Policyholder's last address shown in RLHICA's records, written notice of RLHICA's intent not to renew this Policy. During the grace period, the Policy will stay in force.

D. Reinstatement:

If the renewal premium is not paid before the grace period ends, the Policy will lapse. Later acceptance of the premium by RLHICA, or by an agent authorized to accept payment without requiring an application for reinstatement, will reinstate this Policy. If RLHICA or its agent require an application, the Policyholder will be given a conditional receipt for the premium. If the application is approved, the Policy will be reinstated as of the approval date. Lacking such approval, the Policy will be reinstated on the 45th day after the date of the conditional receipt unless RLHICA has previously written the Policyholder of its disapproval. The reinstated Policy will cover only loss that results from an injury sustained after the date of reinstatement or sickness that starts more than 10 days after such date. In all other respects, the rights of the Policyholder and RLHICA will remain the same, subject to any provisions noted on or attached to the reinstated Policy. Any premiums RLHICA accepts for a reinstatement will be applied to a period for which premiums have not been paid. No premiums will be applied to any period more than 60 days before the reinstatement date.

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E. Physical Examination:

RLHICA, at its own expense, shall have the right and opportunity to examine the person of the insured when and as often as it may reasonably require during the pendency of a claim hereunder where it is not prohibited by law.

F. Legal Actions:

No legal action may be brought to recover on this Policy within 60 days after written proof of loss has been given as required by this Policy, unless prohibited by applicable state law. No such action may be brought after the expiration of the applicable statute of limitations from the time written proof of loss is required to be given. This provision does not preclude the Policyholder or Certificate Holder from seeking a decision from a jury trial once all administrative appeals have been exhausted.

G. Change of Beneficiary:

Unless the insured makes an irrevocable designation of beneficiary, the right to change of beneficiary is reserved to the insured and the consent of the beneficiary or beneficiaries shall not be requisite to surrender or assignment of this Policy or to any change of beneficiary or beneficiaries, or to any other changes in this Policy.

H. Incorporation by Reference

This Policy shall not contain any provision purporting to make any portion of the charter, rules, constitution, or bylaws of RLHICA a part of this Policy unless the portion is set forth in full in this Policy, except in the case of the incorporation of, or reference to, a statement of rates, statement of classification of risks, or short-rate table filed with the State Department of Insurance.

Section X. Term and Termination

This Policy shall remain in full force and effect for the initial term and any renewal term of this Policy as specified in the Declarations Section. RLHICA will give the Policyholder at least 45 days' advance notice of cancellation, expiration, or nonrenewal. RLHICA shall have the option of terminating this Policy if:

- A.** The Policyholder fails to make a required payment within the expiration of the grace period specified; or
- B.** RLHICA elects to cancel pursuant to Section VIII(A)5 of this Policy; or
- C.** The Policyholder fails to furnish RLHICA with accurate enrollment data pursuant to Section VIII(B)2; or
- D.** The Policyholder permits voluntary enrollment of Certificate Holders and/or their dependents unless otherwise specified in the Declarations Section; or
- E.** The Policyholder voluntarily wishes to cancel this Policy and provides RLHICA with 30 days written notice of intent to cancel; or
- F.** The Policyholder refuses to allow RLHICA (by its auditors or other authorized representatives) to inspect the Policyholder's records to verify the accuracy of the eligible Certificate Holder and dependent list pursuant to Section VIII(B)3; or
- G.** The Policyholder has otherwise breached this Policy.

The Policyholder is entitled to a grace period of 31 days for the payment of any premium due except the first, during which period the Policy will remain in force. RLHICA shall have the option of terminating this Policy or placing all claims on hold status if the Policyholder fails to make a required payment before the expiration of the grace period. In the event RLHICA chooses to terminate this Policy due to nonpayment of premium, RLHICA will give the Policyholder notice of the termination within 45 days after the premium due date. The effective date of such termination shall be the first day of the period for which the premium is due.

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Section XI. Certificate of Coverage

RLHICA will provide to the Policyholder for submission to the Certificate Holder a standard certificate of the Benefits provided under this Policy. The certificate entitles the Certificate Holders and their Eligible Dependents the right to receive care from a Dentist of their choice.

Section XII. Miscellaneous Requirements

- A.** RLHICA will enroll as Certificate Holders all eligible employees of the Policyholder and list, if covered, all Eligible Dependents of those Certificate Holders, to the extent required under this Policy. The Policyholder will provide RLHICA an accurate monthly statement of the total number and names of all Certificate Holders and, if applicable, all Eligible Dependents.
- B.** In the absence of fraud, all statements, made by the Policyholder or by the individuals insured, shall be deemed to be representations and not warranties.
- C.** If this Policy is in violation of the laws of the State in which this Policy was issued, this Policy shall be held valid but shall be construed as provided in such laws. When any provision in this Policy is in conflict with such laws, the rights, duties and obligations of the insurer, the insured and the beneficiary shall be governed by such laws.
- D.** Dentists providing services are independent contractors, and neither the Policyholder nor RLHICA will be liable for any act or omission of any Dentist, his or her employees or agents or any person providing dental or other professional services under this Policy.
- E.** All Dentists, Certificate Holders, and Eligible Dependents, by performing or receiving services under this Policy, are bound by all its terms.
- F.** No materials will be published or distributed by the Policyholder concerning this Policy until the material is first approved by RLHICA.
- G.** RLHICA will not honor and no payment will be made for services if a claim for those services has not been received by RLHICA within 12 months after the services are provided.
- H.** RLHICA and Policyholder agree to defend, indemnify and hold harmless the other and its directors, officers and employees (who are acting in the course of their employment, but not as claimants) from any loss, cost, or expense (including reasonable attorney fees and court costs) resulting from or arising out of or in connection with its breach of this Policy or any negligent act or omission of any of its directors, officers or employees.
- I.** While the Certificate Holder and/or Eligible Dependent are covered by RLHICA, the Certificate Holder and/or Eligible Dependent agree to provide RLHICA with any information it needs to process the claims and administer the Benefits. This includes allowing RLHICA to have access to his or her dental records.
- J.** The RLHICA Board of Directors or its delegee will establish a procedure for resolving all questions raised by a Dentist, a Policyholder, a Certificate Holder, or an Eligible Dependent in regard to claims for dental Benefits allowed or rejected under the terms of this Policy. This procedure will be used both for the initial determination of those questions and for the resolution of appeals made on the basis of those initial determinations. All determinations made according to this procedure will be final and binding on the Dentist, the Policyholder, the Certificate Holder, and the Eligible Dependent.
- K.** RLHICA may from time to time provide additional services or Benefits by rider or other notice. Those additional services or Benefits may be withdrawn at any time after notice given by RLHICA.
- L.** Any notice required or permitted to be given by RLHICA will be considered given if in writing and personally delivered, or if in writing and deposited in the United States mail with postage prepaid, addressed to the Policyholder, a Dentist, or Certificate Holder at the last address of record. This notice will be considered given when personally delivered or mailed.

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- M. No agent has authority to change any part of this Policy. No changes to this Policy will be valid unless approved in writing by an officer of RLHICA.
- N. If RLHICA pays a claim for which another person or company is liable, RLHICA has the right to recover its payment from the other person or company.
- O. Services and/or Benefit payments to Certificate Holders or Eligible Dependents are for the personal benefit of those people and cannot be transferred or assigned. Notwithstanding any other provision of this Policy, however, a Certificate Holder or Eligible Dependent may assign Benefit payments to the Dentist who rendered Covered Services under this Policy. A payment made pursuant to such assignment shall discharge the obligation of RLHICA with respect to the amount of insurance so paid.
- P. This Policy is subject to change if, in the future, federal and state laws and regulations require RLHICA or the Policyholder to comply with such laws and regulations. Should any such change to this Policy be necessary by law, the Policyholder will receive written notice from RLHICA informing the Policyholder of the reasons for any change to the Policy and the process by which the Policyholder will receive an amended Policy.
- Q. All of the Benefits under this Policy, if applicable, will be subject to a Coordination of Benefits provision that is designed to provide maximum coverage, but not to exceed 100 percent of the total fee for a given treatment.

1. Applicability

- a. This Coordination of Benefits (“COB”) provision applies to This Plan when a Certificate Holder or the Certificate Holder’s covered dependent has health care coverage under more than one Plan. “Plan” and “This Plan” are defined below.
- b. If this COB provision applies, the order of benefit determination rules should be looked at first. These rules determine whether the Benefits of This Plan are determined before or after those of another plan. The Benefits of This Plan:
 - i. Shall not be reduced when, under the order of benefit determination rules, This Plan determines its Benefits before another plan; but
 - ii. May be reduced when, under the order of benefits determination rules, another plan determines its benefits first. The above reduction is described in Section 4. “Effect on the Benefits of This Plan.”

2. Definitions

- a. “Allowable Expense” means an expense covered as a benefit under this Policy when the item of expense is covered at least in part by one or more plans covering the person for whom the claim is made.

When a plan provides benefits in the form of services, the reasonable cash value of each service rendered will be considered both an Allowable Expense and a benefit paid.

- b. “Claim Determination Period” means a calendar year. However, it does not include any part of a year during which a person has no coverage under This Plan, or any part of a year before the date this COB provision or a similar provision takes effect.
- c. “Plan” is any of these which provides benefits or services for, or because of, medical or dental care or treatment:
 - i. Group insurance or group-type coverage, whether insured or uninsured. This includes prepayment, group practice or individual practice coverage. It also includes coverage other than school accident-type coverage.
 - ii. Coverage under a governmental plan, or coverage required or provided by law. This does not include a state plan under Medicaid (Title XIX, Grants to States for Medical Assistance Programs, of the United States Social Security Act, as amended from time to time).

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Each contract or other arrangement for coverage under (i) or (ii) is a separate plan. Also, if an arrangement has two parts and COB rules apply only to one of the two, each of the parts is a separate plan.

- d. "Primary Plan/Secondary Plan:" The order of benefit determination rules state whether This Plan is a Primary Plan or Secondary Plan as to another plan covering the person.

When This Plan is a Primary Plan, its Benefits are determined before those of the other plan and without considering the other plan's benefits.

When This Plan is a Secondary Plan, its Benefits are determined after those of the other plan and may be reduced because of the other plan's benefits.

When there are more than two plans covering the person, This Plan may be a Primary Plan as to one or more other plans, and may be a Secondary Plan as to a different plan or plans.

- e. "This Plan" is the part of the group contract that provides Benefits for health care expenses.

3. Order Of Benefit Determination Rules

- a. General. When there is a basis for a claim under This Plan and another plan, This Plan is a Secondary Plan which has its Benefits determined after those of the other plan, unless:

- i. The other plan has rules coordinating its benefits with those of This Plan; and
- ii. Both those rules and This Plan's rules, in subsection b. below, require that This Plan's Benefits be determined before those of the other plan.

- b. Rules. This Plan determines its order of Benefits using the first of the following rules which applies:

- i. Non-Dependent/Dependent. The benefits of the plan which covers the person as an employee, member, or subscriber (that is, other than as a dependent) are determined before those of the plan which covers the person as a dependent; except that: if the person is also a Medicare beneficiary, and as a result of the rule established by Title XVIII of the Social Security Act and implementing regulations, Medicare is:

(a) Secondary to the plan covering the person as a dependent and;

(b) Primary to the plan covering the person as other than a dependent (e.g. a retired employee), then the order of benefit determination is reversed so that the plan covering the person as an employee, member, subscriber or retiree is secondary and the other plan is primary.

- ii. Dependent Child/Parents not Separated or Divorced. Except as stated in Paragraph b.(iii) below, when This Plan and another plan cover the same Child as a dependent of different persons, called "parents:"

(a) The benefits of the plan of the parent whose birthday falls earlier in a year are determined before those of the plan of the parent whose birthday falls later in that year; but,

(b) If both parents have the same birthday, the benefits of the plan which covered the parents longer are determined before those of the plan which covered the other parent for a shorter period of time.

However, if the other plan does not have the rule described in (a) immediately above, but instead has a rule based upon the gender of the parent, and if, as a result, the plans do not agree on the order of benefits, the rule in the other plan will determine the order of benefits.

- iii. Dependent Child/Parents Separated or Divorced. If two or more plans cover a person as a dependent Child of divorced or separated parents, benefits for the Child are determined in this order:

- (a) First, the plan of the parent with custody of the Child;
- (b) Then, the plan of the spouse of the parent with the custody of the Child;
- (c) Then, the plan of the parent not having custody of the Child; and
- (d) Then, the plan of the spouse of the parent not having custody of the Child. If the other plan does not have this subsection and if, as a result, the plans do not agree on the order of benefits, this subsection shall be ignored.

However, if the specific terms of a court decree state that one of the parents is responsible for the health care expense of the Child, and the entity obligated to pay or provide the benefits of the plan of that parent has actual knowledge of those terms, the benefits of that plan are determined first. The plan of the other parent shall be the Secondary Plan. This paragraph does not apply with respect to any Claim Determination Period or Plan year during which any benefits are actually paid or provided before the entity has that actual knowledge.

If the specific terms of the court decree state that the parents shall share joint custody, without stating that one of the parents is responsible for the health care expenses of the Child, the plans covering the Child shall be subject to the order of benefit determination contained in subdivision b.(ii) of this section.

- iv. Active/Inactive Employee. The benefits of a plan which covers a person as an employee who is neither laid off nor retired (or as that employee's dependent) are determined before those of a plan which covers that person as a laid off or retired employee (or as that employee's dependent). If the other plan does not have this rule, and if, as a result, the plans do not agree on the order of benefits, this Rule (iv) is ignored.
- v. Continuation Coverage. If a person whose coverage is provided under a right of continuation pursuant to federal law (i.e., COBRA) or state law also is covered under another plan, the benefits of the plan covering the person as employee, member, or subscriber (or that person's dependent) shall be determined before the benefits under the continuation coverage. If the other plan does not have this rule and if, as a result, the plans do not agree on the order of benefits, this paragraph shall be ignored.
- vi. Longer/Shorter Length of Coverage. If none of the above rules determines the order of benefits, the benefits of the plan which covered an employee, member, or subscriber longer are determined before those of the Plan which covered that person for the shorter term.

4. Effect On The Benefits Of This Plan

- a. When This Section Applies. This Section 4. applies when, in accordance with Section 3. "Order of Benefit Determination Rules," This Plan is a Secondary Plan as to one or more other plans. In that event the Benefits of This Plan may be reduced under this section. Such other plan or plans are referred to as "the other plans" in b. immediately below.
- b. Reduction in this Plan's Benefits. The Benefits of This Plan will be reduced when the sum of:
 - i. The Benefits that would be payable for the Allowable Expense under This Plan in the absence of this COB provision; and
 - ii. The benefits that would be payable for the Allowable Expenses under the other plans, in the absence of provisions with a purpose like that of this COB provision, whether or not claim is made; exceeds those Allowable Expenses in a Claim Determination Period. In that case, the Benefits of This Plan will be reduced so that they and the benefits payable under the other plans do not total more than those Allowable Expenses.

When the Benefits of This Plan are reduced as described above, each benefit is reduced in proportion. It is then charged against any applicable benefit limit of This Plan.

5. Right To Receive And Release Needed Information

Certain facts are needed to apply these COB rules. RLHICA has the right to decide which facts it needs. It may get needed facts from or give them to any other organization or person. RLHICA need not tell, or get the consent of, any person to do this. Each person claiming Benefits under This Plan must give RLHICA any facts it needs to pay the claim.

6. Facility Of Payment

A payment made under another plan may include an amount which should have been paid under This Plan. If it does, RLHICA may pay that amount to the organization which made that payment.

That amount will then be treated as though it were a Benefit paid under This Plan. RLHICA will not have to pay that amount again. The term “payment made” includes providing benefits in the form of services, in which case “payment made” means reasonable cash value of the benefits provided in the form of services.

7. Right Of Recovery

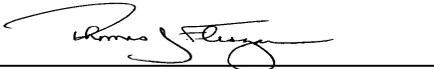
If the amount of the payments made by RLHICA is more than it should have paid under this COB provision, it may recover the excess from one or more of:

- a. The persons it has paid or for whom it has paid;
- b. Insurance companies; or
- c. Other organizations.

The “amount of the payments made” includes the reasonable cash value of any benefits provided in the form of services.

Accepted as witnessed by the signatures below, all terms and provisions of this Policy are effective as of the effective date set forth in the Declarations Section.

**RENAISSANCE LIFE AND HEALTH
INSURANCE COMPANY OF AMERICA**



Thomas J. Fleszar
President and CEO

**Arkansas
Group Dental
PPO Certificate**

| P.O. Box 738 • Greenwood, Indiana 46142 • [888-358-9484](tel:888-358-9484) • www.RenaissanceDental.com

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06/2009

RENAISSANCE PPO
ARKANSAS GROUP DENTAL PPO CERTIFICATE

Table of Contents

Summary1

I. Renaissance PPO Dental Care Certificate3

II. Definitions.....3

III. General Eligibility Rules.....5

IV. Classes of Benefits6

V. Exclusions and Limitations.....10

VI. Accessing Your Benefits.....11

VII. Questions and Answers.....12

VIII. Coordination of Benefits.....12

IX. Disputed Claims Procedure.....15

X. Termination of Coverage16

XI. Continuation of Coverage16

XII. General Conditions16

Important Cancellation Information – Please Read The Provision Entitled, “Termination of Coverage,” Found on Page “16”.

THIS CERTIFICATE IS NOT A MEDICARE SUPPLEMENT CERTIFICATE. If you are eligible for Medicare, review the Guide to Health Insurance for People with Medicare, which is available from the company. Title II NCAC 12.0843 and Section 17.E.

NOTE: This Dental Care Certificate should be read in conjunction with the Summary of Dental Plan Benefits that is provided with the Certificate. The Summary of Dental Plan Benefits lists the specific provisions of your group dental Plan. Your group dental plan is a legal contract between the Policyholder and the insurer.

READ YOUR DENTAL CARE CERTIFICATE CAREFULLY.

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PLEASE NOTE: RLHICA recommends Predetermination before any services are rendered where the total charges will exceed \$200. You and your Dentist should review your Predetermination Notice before your Dentist proceeds with treatment. Once treatment is complete, the dates of service will be entered on the predetermination Notice and the Predetermination Notice will be submitted to RLHICA for payments.

I. Dental Care Certificate

Renaissance Life & Health Insurance Company of America ("RLHICA") issues this Renaissance Dental PPO Certificate of Coverage to you, the Certificate Holder. The Certificate is an easy to read summary of your Dental Benefits Plan. It reflects and is subject to the agreement between RLHICA and your employer or organization (the "Policyholder").

The Benefits provided under the Plan may change if any state or federal laws change.

RLHICA agrees to provide Dental Benefits as described in this Certificate.

All the provisions in the following pages, read in conjunction with the Summary of Dental Plan Benefits and all attachments and addendums, form a part of this document as fully as if they were stated over the signature below.

IN WITNESS WHEREOF, this Certificate of Coverage is executed by an authorized officer.



Thomas J. Fleszar, DDS, MS
President and CEO

Home Office:

**RENAISSANCE LIFE & HEALTH
INSURANCE COMPANY OF AMERICA**

Attn: Renaissance Administration

P.O. Box 30381

Lansing, Michigan 48909-7881

Administrative Direct Line: 1-800-745-7509

Customer Service Direct Line: 1-888-358-9484

II. Definitions

Adverse Benefit Determination

Means any denial, reduction or termination of the Benefit for which you filed a claim. Or a failure to provide or to make payment (in whole or in part) of the Benefit you sought, including any such determination based on eligibility, application of any utilization review criteria, or a determination that the item or service for which Benefits are otherwise provided was experimental or investigational, or was not medically necessary or appropriate.

Allowed Amount

Means the maximum dollar amount RLHICA will base Benefit payment upon for any Covered Service. For services rendered by In-Network Dentist, the Allowed Amount are pre-negotiated fees that the provider has agreed to accept as payment in full. For services rendered by Out-of-Network Dentist, RLHICA determines this amount using statistically valid claims data submitted to RLHICA and affiliates based on the most frequently charged fees by providers in the same geographic areas for comparable service and supply updated periodically using the most current codes and nomenclature developed and maintained by the American Dental Association. (This definition is only applicable if the Allowed Amount method for Benefit payment is shown in the Summary of Dental Plan Benefits).

Benefit Year

Means the calendar year, unless your employer elects the Policy Year to serve as the Benefit Year. The Benefit Year is specified in the Summary of Dental Plan Benefits.

Benefits

Means payment for dental services that are covered under your Plan.

Certificate

Is this document. RLHICA will provide dental Benefits as described in this Certificate. Any changes in this Certificate will be based on changes to the Plan. Changes to the Certificate will be in the Summary of Dental Plan Benefits.

Certificate Holder

You, when your employer or organization notifies RLHICA that you are eligible to receive Benefits under your Plan.

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For services rendered by In-Network Dentist, the Allowed Amount are pre-negotiated fees that the provider has agreed to accept as payment in full. For services rendered by Out-of-Network Dentist, RLHICA determines the Allowed Amount based upon treatment rendered and [a periodically determined percentile of fees charged by a sample of Dentist of similar training within your geographic area, which is set forth in the Summary of Dental Plan Benefits] [the pre-negotiated fees agreed to by In-Network Dentist in your geographic area]

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Children

Your natural children, stepchildren, adopted children, or foster children placed in the foster home, children by virtue of legal guardianship or who are residing with you during the waiting period for legal adoption or guardianship.

Completion Dates

Some procedures may require more than one appointment. Treatment is complete:

- for dentures and partial dentures, on the delivery date;
- for crowns and bridgework, on the cementation date;
- for root canals and periodontal treatment, on the date of the final procedure that completes treatment.

Coinsurance

The percentage of the Allowed Amount for Covered Services that you will have to pay toward treatment.

Copayment

The dollar amount that the Certificate Holder must pay toward treatment.

Covered Services

Are the unique Benefits selected in your Plan. The Summary of Dental Plan Benefits lists your Covered Services.

Deductible

The amount an individual and/or a family must pay toward Covered Services before RLHICA begins paying for services. The Summary of Dental Plan Benefits lists the Deductible that applies to you, if any.

Dentist

A person licensed to practice dentistry in the state or country in which dental services are rendered.

Eligible Dependent

To verify dependent coverage, see the Summary of Dental Plan Benefits.

- Your legal spouse; or,

- Your unmarried Children who are not greater than 19 years old; or,
- Your unmarried Children for whom you or your legal spouse are financially responsible for medical, health, or dental care under terms of a court decree; or,
- Your unmarried Children that meet all of the following criteria: (1) are under the age of [25]; (2) are a resident of the same state as You, [or] [and] is a full-time student; (3) are dependent upon You or Your Legal Spouse for support; and (4) does not have coverage, other than coverage as a dependent, under another dental insurance plan; or,
- Your Children who are greater than 19 years old and (1) incapable of self-sustaining employment by reason of a mental or physical condition and (2) chiefly dependent upon the Certificate Holder for support and maintenance. In the event that RLHICA denies a claim under this Plan for the reason that the child has attained the Limiting Age for dependent Children, you will have the burden of establishing that the child continues to meet the two criteria specified above. If requested by RLHICA, you submit medical reports confirming that the child meets the two criteria specified above.

Employee

A nonseasonal person who works on a full-time basis with a normal work week of 30 or more hours and who is otherwise eligible for coverage, but does not include a person who works on a part-time, temporary, or substitute basis.

In-Network Dentist

Means a preferred provider Dentist that has entered into a contract to provide Covered Services for pre-negotiated fees that the Dentist has agreed to accept as payment in full. A current list of In-Network Dentists will be provided to each Certificate Holder.

Legal Spouse

A person who is any of the following: (a) Your spouse through a marriage legally recognized by the State in which the policy governing this Certificate was issued; or (b) Your partner through a civil union legally recognized by the state in which the policy governing this Certificate was issued.]; or] (c) the domestic partner of the Certificate Holder so long as the requirements listed in the declarations section are met.].

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Limiting Age

The age at which a Child of yours is no longer eligible for Benefits under this Plan. A Child who is greater than 19 years old has attained the Limiting Age. In the event that RLHICA denies a claim under your Plan for the reason that your Child has reached the Limiting Age, you have the burden of establishing that the Child continues to meet the following two criteria in order to retain their eligibility: A Child of yours is (1) incapable of self-sustaining employment by reason of a mental or physical condition and (2) eligible to be claimed by you or your legal spouse as a dependent under the U.S. Internal Revenue Code during the current calendar year. If requested by RLHICA, you must submit medical reports confirming that the Child meets the two criteria specified above.

Maximum Payment

The maximum dollar amount RLHICA will pay in any Plan year or lifetime for covered dental services. (See the Summary of Dental Plan Benefits.)

Open Enrollment

Unless otherwise indicated in the Declarations Section, the period of time an eligible person may enroll to receive dental benefits.

Plan

The Plan between RLHICA and your employer or organization to provide Benefits.

Policy Year

The 12-month period beginning on the first effective date of the Plan and each 12-month renewal period thereafter.

Predetermination (Pre-Service Claim)

An estimate of Covered Services. Dentists may submit their treatment plans to RLHICA before procedures are started. RLHICA reviews the treatment plan and advises the patient and Dentist of what services are covered by your Plan and what RLHICA's payment may be. RLHICA's payment for predetermined services depends on continued eligibility and the annual or lifetime Maximum Payment available. RLHICA does not require predetermination of Covered Services.

RLHICA

Renaissance Life & Health Insurance Company of America, a life, accident, and health insurer that underwrites health benefit programs.

Submitted Amount

The fee a Dentist bills to RLHICA for a specific treatment.

Summary of Dental Plan Benefits

A list of the specific provisions of your group dental Plan and is a part of the Dental Care Certificate.

Urgent Care Claims

Those potentially life-threatening claims as defined in the U.S. Department of Labor Regulations at 29 CFR 2560.503-1(M)(1)(I). Any such claims that may arise under this dental coverage are not considered to be Pre-Service Claims and are not subject to any Predetermination requirements.

III. General Eligibility Rules

- A. You are not eligible for Benefits unless you are either currently enrolled in your Plan or currently listed or acknowledged as an Eligible Dependent.
- B. Effective Date of Eligibility
 1. Initial effective date: All Certificate Holders on the effective date of the Plan are immediately eligible for Benefits. If your dependents are covered by the same Plan, their eligibility commences on the same date as yours.
 2. After the initial effective date: For all Certificate Holders (and their Eligible Dependents) not associated with the employer or organization on the initial effective date of their Plan. Eligibility for Benefits will begin, unless stated otherwise, on the first day of the month following whichever of the following dates is applicable:
 - a. Newly hired or rehired employees: The date for which employment compensation begins. Or, if applicable, that date plus the number of days specified as a waiting period in the Summary of Dental Plan Benefits.
 - b. Spouse: Date of marriage.
 - c. Newborn: Eligibility for Benefits begins on the Child's actual date of birth, including conditions due to congenital malformation. A

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RLHICA's policies and guidelines used for Predetermination and payment of claims. The Processing Guidelines are based, in part, on coding definitions established by the American Dental Association, and may be amended from time to time. The Processing Guidelines are available upon request.¶

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notice of birth together with the additional premium must be submitted to us within 90 days after the date of birth in order to continue coverage beyond the 90-day period.

- d. Foster children, legal adoption, or guardianships: Eligibility for dental Benefits begins on the date the Child is placed in the foster home or with the Certificate Holder; then this Child will be covered on the same basis as a natural child. A Child adopted on or after the Insured's effective date will be covered from the date of the filing of a petition for adoption if the Insured applies for coverage within 60 days after the filing of the petition for adoption. However, the coverage shall begin from the moment of birth if the petition for adoption and application for coverage is filed within 60 days after the birth of the Child. Coverage for an adopted Child shall terminate upon the dismissal or denial of a petition for adoption.
- e. Stepchild: Date that the Child's natural parent becomes a dependent eligible for Benefits.
- f. All others: Date that RLHICA approves in writing the enrollment or listing of those people, unless compelled by a court or administrative order to provide health benefit plan coverage for a Child or Eligible Dependent.

Once eligible, you and your Eligible Dependents must enroll for coverage under this Policy within 30 days from the date upon which you or your Eligible Dependents become eligible for dental Benefits under the terms of Section III. B. immediately above. You or your Eligible Dependent may properly enroll for coverage by completing all enrollment forms required by RLHICA, and submitting such forms to your employer. If you or your Eligible Dependent do not properly enroll for coverage within 30 days from the date upon which you or your Eligible Dependent become eligible for dental Benefits, then you and/or your Eligible Dependent must wait until the next open enrollment period to enroll.

C. Termination of Eligibility

Eligibility for Benefits will terminate for all Certificate Holders and their dependents under this Plan at the earlier of:

1. The termination of the Plan; or
2. The last day of the month for which payment has been made if the employer or organization fails to make the payments required by their Plan.

Your eligibility, and that of your Eligible Dependents, will also terminate if you cease to be a Certificate Holder as defined by the Summary of Dental Plan Benefits. An Eligible Dependent also terminates upon lack of compliance with the eligibility requirements of this Plan.

In no event will eligibility for any person covered under the Plan continue beyond the date RLHICA is advised by the employer or organization to terminate that person's eligibility.

D. Conversion to an Individual Policy

A person whose eligibility is terminated may transfer to an individual direct payment contract with RLHICA. Please contact RLHICA to obtain further information.

IV. Classes of Benefits

Important

RLHICA agrees to provide Benefits to Certificate Holders and Eligible Dependents under the policies and procedures of RLHICA and under the terms and conditions of this Plan, including, but not limited to, the classes, exclusions, and limitations listed below.

Unless otherwise specified in the Summary of Dental Plan Benefits, Benefits may be divided into the following classes, and are subject to the exclusions and limitations listed below. **Please see the Summary of Dental Plan Benefits for the classification of Benefits, exclusions and limitations applicable under your Plan.**

A detailed list of the Benefits provided under your Plan is available upon request. All time limitations are measured either from the last date of service in any RLHICA plan or, at the request of your group, from the last date of service in any dental plan.

Class I Benefits

Diagnostic and Preventive Services

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Services and procedures to evaluate existing conditions and/or to prevent dental abnormalities or disease. These services include evaluations (examinations), prophylaxes (cleanings), and fluoride treatments. These services are subject to the following exclusions and limitations:

- (i) Topical fluoride treatments are payable twice in a Benefit Year for Children, under age 14.
- (ii) Benefits for oral evaluations rendered as a consultation or exam are payable twice in any Benefit Year, whether provided under one or more RLHICA plans.
- (iii) Benefits for prophylaxes are payable twice in any Benefit Year but not more than once in any six (6) month period.
- (iv) Bitewing X-rays are payable once in any Benefit Year.
- (v) Benefits for space maintenance are payable once per lifetime, per area on posterior teeth, for Children under the age of 14 years.
- (vi) RLHICA will not make payment for preventive control programs, including home care items, oral hygiene instructions, nutritional counseling, and tobacco counseling and all charges for the same will be your responsibility.
- (vii) RLHICA will not make payment for tests and laboratory examinations (including, but not limited to cytology, bacteriology, pathology) and caries susceptibility tests and all charges for the same will be your responsibility.

Class II Benefits

Emergency Palliative Treatment

Emergency treatment to temporarily relieve pain.

Radiographs (X-rays)/Diagnostic Imaging

X-rays as required for routine care or as necessary for the diagnosis of a specific condition, subject to the following limitations:

- (i) Full mouth X-rays (which include bitewing X-rays) or a panoramic X-ray (with or without bitewing X-rays) are payable once in any five-year period.
- (ii) A serial listing of X-rays is paid as a full mouth series if the total fee equals or exceeds the fee for a complete series.

- (iii) Any supplemental films with a full mouth series are part of the complete procedure.
- (iv) Benefits for a cephalometric film, oral/facial images or diagnostic casts are not payable.
- (v) Benefits for posterior-anterior or lateral skull and facial bone survey, sialography, temporomandibular joint films (including arthrograms) or tomographic films are not payable.

Minor Restorative Services

Minor restorative services to rebuild and repair natural tooth structure when damaged by disease or injury. These services include amalgam (silver) and resin (white) fillings, subject to the following exclusions and limitations:

- (i) Amalgam and composite resin restorations are payable once per tooth surface within a 24-month period regardless of the number of combination of restorations placed on a surface.
- (ii) RLHICA will not make payment for dentistry for aesthetic reasons and all charges for the same will be your responsibility.

Simple Extractions

Simple extractions including local anesthesia, suturing, if needed, and routine post-operative care.

Sealants

Sealants are payable only for the occlusal surface of first permanent molars for Children under the age of nine and second permanent molars for Children under the age of 14. The surface must be free from decay and restorations. Sealants are a benefit payable once in any three-year period.

Periodontal Maintenance Following Therapy

Periodontal maintenance, following active periodontal therapy procedures along with benefits for prophylaxes, including periodontal maintenance procedures are payable twice in any Benefit Year. Full mouth debridement will be payable once in the Certificate Holder's lifetime.

Other Class II Benefits

After hours visits, not to exceed once per Benefit Year.

Class III Benefits

Oral Surgery Services

Extractions and dental surgery, including local anesthesia, suturing, if needed, and routine postoperative care subject to the following exclusions and limitations:

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(i) RLHICA will not make payment for the following services. All charges for the same will be your responsibility: correction of congenital or developmental malformations, cosmetic surgery, or dentistry for aesthetic reasons.

(ii) RLHICA will not make payment for the following benefits and services. All charges for the same will be your responsibility: any appliance or surgical procedure used to:

- (a) change vertical dimension
- (b) restore or maintain occlusions
- (c) replace tooth structure lost as a result of abrasion, attrition or erosion; and,
- (d) splint or stabilize teeth for periodontal reasons

(iii) RLHICA will not make payment for the following benefits and services. And all charges for the same will be your responsibility unless otherwise specified in the Summary of Dental Plan Benefits: appliances, restorations, X-rays or services for the diagnosis or treatment of temporomandibular disorders (TMD).

(iv) RLHICA will not make payment for the following benefits and services. And all charges for the same will be your responsibility: charges related to hospitalization or general anesthesia and/or intravenous sedation for restorative dentistry or surgical procedure unless a specified need is shown.

Endodontic Services

The treatment of teeth with diseased or damaged nerves (for example, root canals), subject to the following exclusions and limitations:

- (i) Benefits for endodontic therapy, endodontic retreatment, and apicoectomy/periradicular services are payable once per tooth in 24 months.
- (ii) Benefits for root canal fillings on primary teeth are limited to primary teeth without succedaneous (replacement) teeth.
- (iii) RLHICA will not make payment for the following benefits and services. All charges for the same will be your responsibility: pulp caps, maxillofacial prosthetics or myofunctional therapy.

Periodontic Services

The treatment of diseases of the gums and supporting structures of the teeth. These services are subject to the following exclusions and limitations:

- (i) Benefits for prophylaxes, including periodontal prophylaxes and oral evaluations are payable twice in any Benefit Year. Full mouth debridement will be payable once in the Certificate Holder's lifetime.
- (ii) Benefits for root planing and scaling are payable once per area in any two-year period.
- (iii) Periodontal surgery is payable once per area in any three-year period.
- (iv) RLHICA will not make payment for the following benefits and services. All charges for the same will be your responsibility: any appliance or surgical procedure used to:
 - (a) change vertical dimension
 - (b) restore or maintain occlusions
 - (c) replace tooth structure lost as a result of abrasions, attrition or erosion; and
 - (d) splint or stabilize teeth for periodontal reasons

Major Restorative Services

Major restorative services, such as crowns, used when teeth cannot be restored with another filling material. These services are subject to the following exclusions and limitations:

- (i) Cast restorations (including crowns, onlays, veneers) and associated procedures such as cores and post substructures on the same tooth are payable once in any seven-year period.
- (ii) Porcelain, porcelain/ceramic substrate, porcelain/resin processed to metal, and cast restorations are not payable for Children less than 12 years of age.
- (iii) Benefits for core buildups, cast posts and cores, and prefabricated posts are limited to once per tooth.
- (iv) Inlays, regardless of the material used: RLHICA will pay only the applicable amount that it would have paid for resin-based composite restoration. You will be responsible for any additional charges.
- (v) RLHICA will not make payment for the following benefits and services. All charges for the same will be your responsibility. Any appliance or surgical procedure used to

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<#>prescription drugs ¶
<#>non-prescription drugs¶
<#>premedications¶
<#>localized delivery of chemotherapeutic agents¶
<#>relative analgesia¶
<#>non-intravenous conscious sedation¶
<#>therapeutic drug injections¶
<#>hospital visits¶
<#>desensitizing medicaments and techniques¶
<#>or behavior management¶

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- (a) change vertical dimension
- (b) restore or maintain occlusions
- (c) replace tooth structure lost as a result of abrasions, attrition or erosions; and,
- (d) splint or stabilize teeth for periodontal reasons

Prosthodontic Services

Services and appliances that replace missing natural teeth (such as bridges, partial dentures, and complete dentures): RLHICA will make payment for procedures to replace a missing tooth or teeth that were lost before employment with this group, subject to the following exclusions and limitations:

- (i) One complete upper and one complete lower denture are Benefits once in any seven-year period for any individual.
- (ii) A partial denture, fixed bridge, or removable bridge and any associated services are payable once in any seven-year period.
- (iii) Fixed bridges and removable cast partials are not payable for Children less than 16 years of age.
- (iv) Benefits for tissue conditioning are payable twice per denture unit in any three-year period.
- (v) Endosteal implants are allowed once per tooth, per lifetime. RLHICA will not make payment if implant is placed within seven years following prosthodontic or major restorative services involving that tooth.
- (vi) RLHICA will not make payment for specialized implant surgical techniques, removal of implant, implant maintenance procedures, or implant repairs. All charges for the same will be the responsibility of the Certificate Holder unless otherwise specified in the Declarations Section.
- (vii) RLHICA will not make payment for the following benefits and services. All charges for the same will be your responsibility: temporary, provisional or interim prosthodontic appliances; precision or semi-precision attachments or myofunctional therapy.
- (viii) RLHICA will not make payment for the following benefits and services. All charges for the same will be your responsibility: any appliance or surgical procedure used to
 - (a) change vertical dimension

- (b) restore or maintain occlusions
- (c) replace tooth structure lost as a result of abrasions, attrition or erosion; and
- (d) splint or stabilize teeth for periodontal reasons

Relines and Repairs

Relines and repairs to bridges, removable bridges, partial dentures, and complete dentures. A reline or a complete replacement of denture base material is limited to once in any three-year period per appliance.

Other Class III Benefits

- (i) Benefits for an occlusal guard are payable only once in any five-year period.
- (ii) Benefits for limited occlusal adjustments are payable once in a Benefit Year.
- (iii) Office visits during regularly scheduled hours are payable once per Benefit Year.
- (iv) RLHICA will not make payment for the following services. All charges for the same will be your responsibility: repair, relines, or adjustments of occlusal guards.

Class IV Benefits

Orthodontic Services

Services, treatment, and procedures to correct malposed teeth, subject to the following exclusions and limitations:

- (i) RLHICA's payment for orthodontic services (Class IV Benefits) will be limited to the lifetime maximum specified in the Summary of Dental Plan Benefits.
- (ii) Orthodontic Benefits are payable until you or your Eligible Dependent is greater than 19 years old, unless otherwise specified in the Summary of Dental Plan Benefits.
- (iii) If the treatment plan is terminated before completion of the case for any reason, RLHICA's obligation will cease with payment up to the date of termination.
- (iv) The Dentist may terminate treatment, with written notification to RLHICA and to the patient, for lack of patient interest and cooperation. In those cases, RLHICA's obligation for payment of Benefits ends on the last day of the month in which the patient was last treated.
- (v) RLHICA will not make payment for the following benefits and services. All charges for the same will be your responsibility: lost, missing, or stolen

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 <#>prescription drugs¶
 <#>non-prescription drugs¶
 <#>premedications¶
 <#>localized delivery of chemotherapeutic agents¶
 <#>relative analgesia¶
 <#>non-intravenous conscious sedation¶
 <#>therapeutic drug injections¶
 <#>hospital visits¶
 <#>desensitizing medicaments and techniques¶
 <#>behavior management¶
 <#>athletic mouthguards ¶
 <#>house/extended care facility visit¶
 <#>mounted occlusal analysis¶
 <#>complete occlusal adjustment¶
 <#>enamel microabrasions¶
 <#>odontoplasty or bleaching¶

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appliances of any type and replacement or repair of an orthodontic appliance.

Other Benefits

The Summary of Dental Plan Benefits lists any other Benefits that may have been selected.

V. Exclusions and Limitations

Exclusions

In addition to the exclusions listed above in the Benefits section, RLHICA will not make payment for the following benefits and services, and all charges for the same will be your responsibility, unless otherwise specified in the Summary of Dental Plan Benefits:

1. Services for injuries or conditions paid pursuant to Workers' Compensation or Employer's Liability laws. Benefits or services that are received from any government agency, political subdivision, community agency, foundation, or similar entity. NOTE: This provision does not apply to any programs provided under Title XIX Social Security Act, that is, Medicaid.
2. Services or appliances started prior to the date the person became eligible under this Plan., excluding orthodontic treatment
3. Charges for failure to keep a scheduled visit with the Dentist.
4. Charges for completion of forms or submission of claims.
5. Services for which no valid dental need can be demonstrated, that are specialized techniques, or that are investigational in nature as determined by the standards of generally accepted dental practice.
6. Treatment by other than a Dentist, except for services performed by a licensed dental hygienist under the scope of his or her license.
7. Those Benefits excluded by the policies and procedures of RLHICA.
8. Services or supplies for which no charge is made, for which the patient is not legally obligated to pay or for which no charge would be made in the absence of RLHICA coverage.
9. Services or supplies received as a result of dental disease, defect, or injury due to an act of war, declared or undeclared.

10. Services that are generally covered under a hospital, surgical/medical, or prescription drug program.
11. Services that are not within the classes of Benefits that have been selected and are not in this Plan.
12. RLHICA will not make payment for the following benefits and services and all charges for the same will be your responsibility: prescription drugs, non-prescription drugs, premedications, localized delivery of chemotherapeutic agents, relative analgesia, non-intravenous conscious sedation, therapeutic drug injections, hospital visits, desensitizing medicaments and techniques, behavior management, athletic mouthguards, house/extended care facility visits, mounted occlusal analysis, complete occlusal adjustment, enamel microabrasions, odontoplasty, or bleaching.

Limitations

In addition to the limitations listed above in the Benefits section, the following limitations apply under this Plan, unless otherwise specified in the Summary of Dental Plan Benefits:

1. RLHICA's obligation for payment of Benefits ends on the last day of the month in which coverage is terminated under this Plan.
2. When services in progress are interrupted and completed later by another Dentist, RLHICA will review the claim to determine the amount of payment, if any, to each Dentist.
3. Care terminated due to the death of a Certificate Holder or Eligible Dependent will be paid to the limit of RLHICA's liability for the services completed or in progress.
4. The maximum Benefit payable in any one Benefit Year will be limited to the amount specified in the Summary of Dental Plan Benefits.
5. If a Plan Deductible amount is specified in the Summary of Dental Plan Benefits, RLHICA will not be obligated to pay for, in whole or in part, any services until the Deductible amount is met.

VI. Accessing Your Benefits

To use your Plan, follow these steps:

1. Please read this Certificate and the Summary of Dental Plan Benefits carefully to become familiar with the Benefits and provisions of your Plan.

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2. Make an appointment with your Dentist and tell him or her that you have Benefits coverage with RLHICA through a Preferred Provider Policy. If the dental office needs a claim form, you may obtain one from your Personnel or Human Resources department. If you or your Dentist are not familiar with your Plan or have any questions regarding the Plan, have him or her contact RLHICA by writing Attention: Customer Services Department, P.O. Box 738, Greenwood, IN 46142 or by calling the toll-free number, 1-888-358-9484. All treatment plans exceeding \$200 in total charges should be submitted to RLHICA for a review and Predetermination of what services are covered under your Plan.
3. After receiving your dental treatment, you or the dental office staff will file a claim form, completing the information portion with:
 - a. The Certificate Holder's full name and address;
 - b. The Certificate Holder's Social Security number;
 - c. The name and date of birth of the person receiving dental care;
 - d. The group's name and number.
4. Written notice of claim must be given within 20 days after a covered loss starts or as soon as reasonably possible. The notice may be given to RLHICA at its home office or to RLHICA's agent. Notice should include the name of the Certificate Holder and the group number.

RLHICA, upon receipt of a notice of claim, will furnish to you, the claimant, forms that are usually furnished by it for filing proofs of loss. If such forms are not furnished within 15 days after the giving of such notice, you will be deemed to have complied with the requirements of this Plan as to proof of loss upon submitting, within the time frame for filing proofs of loss as described below, written proof covering the occurrence, the character and the extent of the loss for which claim is made.

Written proof of loss must be given within 180 days after such loss. If it was not reasonably possible to give written proof in the time required, RLHICA shall not reduce or deny the claim for this reason if the proof is filed as soon as reasonably possible. In any event, the proof required must be given no later than 1 year from

the time specified unless the claimant was legally incapacitated.

Claims, adjustment requests, and completed information requests should be mailed to:

RLHICA
P.O. Box 17250
Indianapolis, IN 46217

After receiving written proof of loss, RLHICA will pay all Benefits due for Covered Services as soon as received and within 30 days. If applicable, failure to pay within that period shall entitle the Certificate Holder to interest at the state prescribed rate per annum from the 30th day. Interest less than one dollar (\$1) will not be paid.

Payment for services rendered is sent to the Certificate Holder and it is the Certificate Holder's responsibility to make full payment to the Dentist or directly to the Dentist if the Certificate Holder or Eligible Dependent has assigned Benefit payments to the Dentist who rendered Covered Services under this Plan.

Upon the payment of a claim under this Plan, any premium then due and unpaid or covered by any note or written order may be deducted therefrom.

If you file a claim for a Benefit that relates to a service that has already been rendered, and you receive notice of an Adverse Benefit Determination, RLHICA will notify you or your authorized representative of the Adverse Benefit Determination within a reasonable period of time, but not later than 30 days after receipt of the claim. RLHICA may extend this period by up to 15 days if RLHICA determines that the extension is necessary due to matters out of RLHICA's control.

If RLHICA determines that an extension is necessary, it will notify you before the end of the original 30 day period of the circumstances requiring the extension and the date by which RLHICA expects to render a decision. If such an extension is necessary because you did not submit all the information necessary to decide the claim, the notice of extension will specifically describe the additional information required. You will have at least 45 days to provide the requested information. If you deliver the information within the time specified, the 15-day extension period will begin after you provide the information.

Note: RLHICA recommends Predetermination before any services are rendered where the total charges will exceed \$200. You and your Dentist should review your Predetermination Notice before your Dentist proceeds with treatment. Once treatment is complete, the dates of service will be entered on the Predetermination

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Notice and the Predetermination Notice will be submitted to RLHICA for payment.

If you have any questions about your Plan, please check with your employer, organization, or plan administrator or you may call RLHICA's Customer Services Department toll-free at 1-888-358-9484. You may also write to RLHICA's Customer Services Department, P.O. Box 738, Greenwood, IN 46142. When writing to RLHICA, please include your name, the group's name and number, the Certificate Holder's Social Security number, and your daytime telephone number.

VII. Questions and Answers

May I choose any dentist?

Yes, you are free to choose any Dentist, as long as the Dentist is licensed to practice dentistry in the state or country in which you receive care. Your out-of-pocket costs may be less if you use an In-Network Dentist rather than an Out-of-Network Dentist (see the question "How much of the dental bill do I pay" below for further details).

Will RLHICA send payment to the Dentist or will I receive payment?

RLHICA will either send payment to you or directly to the Dentist if you have assigned Benefit payments to the Dentist who rendered Covered Services.

When does my dental coverage begin?

See Waiting Period in the Summary of Dental Plan Benefits. The Plan will cover only those dental services received after you become eligible.

How much of the dental bill do I pay?

It depends on whether your dentist is an In-Network Dentist or Out-of-Network Dentist.

Payment of Dental Bills When You See an In-Network Dentist:

If your Dentist is an In-Network Dentist, the fee for services has already been agreed to between your dentist and RLHICA. In-Network Dentists accept these pre-negotiated fees as payment in full for the dental care provided. You will be responsible for paying the Dentist that percentage of the Allowed Amount listed in the "You Pay" chart of your Summary of Dental Plan Benefits for In-Network Dentists for the class of services rendered.

You are also responsible for any charges for optional treatment or specific exclusions/limitations of your Plan.

Payment of Dental Bills When You See an Out-of-Network Dentist:

If your Dentist is an Out-of-Network Dentist, payment will be based upon the Allowed Amount, which [is a periodically determined percentile of fees charged by a sample of Dentists of similar training within your geographic area, which is set forth in your Summary of Dental Plan Benefits] [are the pre-negotiated fees that In-Network Dentists have agreed to within your geographic area]. You will be responsible for paying the Dentist that percentage of the Allowed Amount listed in the "You Pay" column of your Summary of Dental Plan Benefits for Out-of-Network Dentists for the class of services rendered. In addition, if the Submitted Amount for an Out-of-Network Dentist is more than the Allowed Amount, you are also responsible for paying the Dentist the difference between the Submitted Amount and the Allowed Amount.

You are also responsible for any charges for optional treatment or specific exclusions/limitations of your Plan.

Am I covered for all dental services?

No, your Summary of Dental Plan Benefits describes the dental services that are covered by your Plan. Please read them carefully. The exclusions and limitations govern these covered dental services.

What if my spouse is covered by another plan?

If you are covered by more than one dental plan, your out-of-pocket costs can be reduced or eliminated. Please see Section VIII. Coordination of Benefits. It is important to tell your Dentist about any other dental coverage so that claims are submitted properly.

VIII. Coordination of Benefits

COORDINATION OF THE GROUP CONTRACTS BENEFITS WITH OTHER BENEFITS

A. APPLICABILITY

1. This Coordination of Benefits ("COB") provision applies to This Plan when an employee or the employee's covered dependent has health care coverage under more than one Plan. "Plan" and "This Plan" are defined below.
2. If this COB provision applies, the order of benefit determination rules should be looked at first. These rules determine whether the Benefits of This Plan

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are determined before or after those of another plan. The Benefits of This Plan:

- a. Shall not be reduced when, under the order of benefit determination rules, This Plan determines its Benefits before another plan; but
- b. May be reduced when, under the order of benefits determination rules, another plan determines its benefits first. The above reduction is described in Section D. "Effect on the Benefits of This Plan."

B. DEFINITIONS

- 1. **"Allowable Expense"** means an expense covered as a benefit under this Certificate when the item of expense is covered at least in part by one or more plans covering the person for whom the claim is made.

When a plan provides benefits in the form of services, the reasonable cash value of each service rendered will be considered both an Allowable Expense and a benefit paid.

- 2. **"Claim Determination Period"** means a calendar year. However, it does not include any part of a year during which a person has no coverage under This Plan, or any part of a year before the date this COB provision or a similar provision takes effect.
- 3. **"Plan"** is any of these which provides benefits or services for, or because of, medical or dental care or treatment:
 - a. Group insurance or group-type coverage, whether insured or uninsured. This includes prepayment, group practice or individual practice coverage. It also includes coverage other than school accident-type coverage.
 - b. Coverage under a governmental plan, or coverage required or provided by law. This does not include a state plan under Medicaid (Title XIX, Grants to States for Medical Assistance Programs, of the United States Social Security Act, as amended from time to time). Each contract or other arrangement for coverage under a) or b) is a separate plan. Also, if an arrangement has two parts and COB rules apply only to one of the two, each of the parts is a separate plan.

- 4. **"This Plan"** is the part of the group contract that provides benefits for health care expenses.
- 5. **"Primary Plan/Secondary Plan:"** The order of benefit determination rules state whether This Plan is a Primary Plan or Secondary Plan as to another plan covering the person.

When This Plan is a Primary Plan, its Benefits are determined before those of the other plan and without considering the other plan's benefits.

When This Plan is a Secondary Plan, its Benefits are determined after those of the other plan and may be reduced because of the other plan's benefits.

When there are more than two plans covering the person, This Plan may be a Primary Plan as to one or more other plans, and may be a Secondary Plan as to a different plan or plans.

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C. ORDER OF BENEFIT DETERMINATION RULES

- 1. General. When there is a basis for a claim under This Plan and another plan, This Plan is a Secondary Plan which has its Benefits determined after those of the other plan, unless:
 - a. The other plan has rules coordinating its Benefits with those of This Plan; and
 - b. Both those rules and This Plan's rules, in subsection 2) below, require that This Plan's Benefits be determined before those of the other plan.
- 2. Rules. This Plan determines its order of Benefits using the first of the following rules which applies:
 - a. Non-Dependent/Dependent. The benefits of the plan which covers the person as an employee, member, or subscriber (that is, other than as a dependent) are determined before those of the plan which covers the person as a dependent; except that: if the person is also a Medicare beneficiary, and as a result of the rule established by Title XVIII of the Social Security Act and implementing regulations, Medicare is:
 - (i) Secondary to the plan covering the person as a dependent and;
 - (ii) Primary to the plan covering the person as other than a dependent (e.g., a retired employee), then the order of benefit determination is reversed so that the plan covering the person as an

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employee, member, subscriber or retiree is secondary and the other plan is primary.

- b. Dependent Child/Parents not Separated or Divorced. Except as stated in Paragraph 2)(c) below, when This Plan and another plan cover the same child as a dependent of different persons, called "parents:"

- (i) The benefits of the plan of the parent whose birthday falls earlier in a year are determined before those of the plan of the parent whose birthday falls later in that year; but
- (ii) If both parents have the same birthday, the benefits of the plan that covered the parents longer are determined before those of the plan that covered the other parent for a shorter period of time.

However, if the other plan does not have the rule described in (i) immediately above, but instead has a rule based upon the gender of the parent, and if, as a result, the plans do not agree on the order of Benefits, the rule in the other plan will determine the order of benefits.

- c. Dependent Child/Parents Separated or Divorced. If two or more plans cover a person as a dependent child of divorced or separated parents, Benefits for the child are determined in this order:

- (i) First, the plan of the parent with custody of the child;
- (ii) Then, the plan of the spouse of the parent with the custody of the child;
- (iii) Then, the plan of the parent not having custody of the child; and
- (iv) Then, the plan of the spouse of the parent not having custody of the child. If the other plan does not have this subsection and if, as a result, the plans do not agree on the order of benefits, this subsection shall be ignored.

However, if the specific terms of a court decree state that one of the parents is responsible for the health care expense of the child, and the entity obligated to pay

or provide the benefits of the plan of that parent has actual knowledge of those terms, the benefits of that plan are determined first. The plan of the other parent shall be the Secondary Plan. This paragraph does not apply with respect to any Claim Determination Period or Plan year during which any benefits are actually paid or provided before the entity has that actual knowledge.

If the specific terms of the court decree state that the parents shall share joint custody, without stating that one of the parents is responsible for the health care expenses of the child, the plans covering the child shall be subject to the order of benefit determination contained in subdivision 2)(b) of this section.

- d. Active/Inactive Employee. The benefits of a plan which covers a person as an employee who is neither laid off nor retired (or as that employee's dependent) are determined before those of a plan which covers that person as a laid off or retired employee (or as that employee's dependent). If the other plan does not have this rule, and if, as a result, the plans do not agree on the order of benefits, this Rule d) is ignored.
- e. Continuation Coverage. If a person whose coverage is provided under a right of continuation pursuant to federal law (*i.e.*, COBRA) or state law also is covered under another plan, the benefits of the plan covering the person as employee, member, or subscriber (or that person's dependent) shall be determined before the Benefits under the continuation coverage. If the other plan does not have this rule and if, as a result, the plans do not agree on the order of benefits, this paragraph shall be ignored.
- f. Longer/Shorter Length of Coverage. If none of the above rules determines the order of benefits, the benefits of the plan which covered an employee, member, or subscriber longer are determined before those of the Plan which covered that person for the shorter term.

D. EFFECT ON THE BENEFITS OF THIS PLAN

- 1. When This Section Applies. This Section D. applies when, in accordance with Section C. "Order of Benefit Determination Rules," This Plan is a Secondary Plan as to one or more other plans. In that event the Benefits of This Plan may be reduced under this section. Such other plan or

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plans are referred to as “the other plans” in 2) immediately below.

2. Reduction in this Plan’s Benefits. The Benefits of This Plan will be reduced when the sum of:
 - a. The Benefits that would be payable for the Allowable Expense under This Plan in the absence of this COB provision; and
 - b. The Benefits that would be payable for the Allowable Expenses under the other plans, in the absence of provisions with a purpose like that of this COB provision, whether or not claim is made; exceeds those Allowable Expenses in a Claim Determination Period. In that case, the Benefits of This Plan will be reduced so that they and the benefits payable under the other plans do not total more than those Allowable Expenses.

When the Benefits of This Plan are reduced as described above, each benefit is reduced in proportion. It is then charged against any applicable benefit limit of This Plan.

E. RIGHT TO RECEIVE AND RELEASE NEEDED INFORMATION

Certain facts are needed to apply these COB rules. RLHICA has the right to decide which facts it needs. It may get needed facts from or give them to any other organization or person. RLHICA need not tell, or get the consent of, any person to do this. Each person claiming Benefits under This Plan must give RLHICA any facts it needs to pay the claim.

F. FACILITY OF PAYMENT

A payment made under another plan may include an amount which should have been paid under This Plan. If it does, RLHICA may pay that amount to the organization which made that payment.

That amount will then be treated as though it were a benefit paid under This Plan. RLHICA will not have to pay that amount again. The term “payment made” includes providing Benefits in the form of services, in which case “payment made” means reasonable cash value of the Benefits provided in the form of services.

G. RIGHT OF RECOVERY

If the amount of the payments made by RLHICA is more than it should have paid under this COB provision, it may recover the excess from one or more of:

1. The persons it has paid or for whom it has paid;
2. Insurance companies; or
3. Other organizations.

The “amount of the payments made” includes the reasonable cash value of any benefits provided in the form of services.

IX. Disputed Claims Procedure

If you receive notice of an Adverse Benefit Determination, and if you think that RLHICA incorrectly denied all or part of your claim, here are the steps you can take:

First, you or your Dentist should contact RLHICA’s Customer Services department and ask them to check the claim to make sure it was processed correctly. You may do this by calling the toll-free number, 1-888-358-9484 and speaking to a telephone advisor. You may also mail your inquiry to the Customer Services Department at P.O. Box 738, Greenwood, IN 46142. When writing, please enclose a copy of your Explanation of Benefits and describe the problem. Be sure to include your name, telephone number, the date, and any information you would like considered about your claim. This inquiry is not required and should not be considered a formal request for review of a denied claim. RLHICA provides this opportunity for you to describe problems and submit explanatory information that might indicate your claim was improperly denied and allow RLHICA to correct this error quickly and without delay.

If your claim is still denied, you can submit your claim for a formal review through the Disputed Claims Procedure. Send your request in writing and mail it certified mail, return receipt requested, to:

**Dental Director
RLHICA
P.O. Box 738
Greenwood, IN 46142**

You may also contact the Consumer Services Division of the Arkansas Department of Insurance, 1200 W. Third Street, Little Rock, AR 72201-1904.

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Please include your name and address, the Certificate Holder's Social Security number, the reason you believe the claim was wrongly denied, and any other information you would like considered about the claim.

Please refer to the Disputed Claims Procedures Addendum for a complete description of the procedures applicable to your claim and your right to appeal if your initial claim is denied.

X. Termination of Coverage

RLHICA must give your employer at least 45 days' advance notice of cancellation, expiration, nonrenewal, or change in rates. In the event RLHICA chooses to terminate the Plan due to nonpayment of premium, RLHICA will give your employer or organization notice of the termination within 45 days after the premium due date. The effective date of such termination shall be the first day of the period for which the premium is due.

Your RLHICA coverage may be automatically terminated:

- When your employer or organization advises RLHICA to terminate your coverage.
- On the last day of the month for which your employer or organization has failed to pay RLHICA, or for any other reason stated in the Plan.

In no event will eligibility for any person covered under this program continue beyond the date RLHICA is advised by your employer or organization to terminate eligibility.

A person whose eligibility is terminated may transfer to an individual direct payment contract with RLHICA. Please contact RLHICA to obtain further information.

XI. Continuation of Coverage

A. Loss of Eligibility During Treatment

1. If you and/or an Eligible Dependent lose eligibility while receiving dental treatment, only those Covered Services received while that individual was eligible under the Plan will be payable.
2. Certain procedures begun before the loss of eligibility may be covered if the services were

completed within a 60-day period measured from the date of termination. In those cases, RLHICA evaluates those services in progress to determine what portion may be paid by RLHICA. The balance of the total fee is your responsibility.

B. Continuation of Coverage – Disabled Dependent Children

Other provisions of the Plan notwithstanding, a Child's attainment of the Limiting Age does not terminate his or her eligibility if the Child is both:

1. incapable of self-sustaining employment because of mental or physical condition; and,
2. chiefly dependent upon the Certificate Holder for support and maintenance.

C. Continuation Coverage

If you believe you are eligible for Continuation Coverage pursuant to the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), or other federal law, please contact your employer, organization, or plan administrator.

D. Continuation Coverage – Death of Insured

Upon the death of the insured, coverage for Eligible Dependents (if any) shall continue for a period of 90 days, subject to the termination provisions found in Section III or Section X of this Plan.

E. Continuation Coverage – Eligible Dependents

Eligible Dependents may elect to continue the Benefits under this policy in the event of divorce, retirement or death of the Certificate Holder. To elect coverage, Eligible Dependents should contact the Certificate Holder's employer or group administrator immediately following the occurrence of one of the above-mentioned events.

F. Continuation Coverage – Total Disability

In the event this Plan is discontinued for any reason, the Benefits paid pursuant to this Plan shall continue for a period of 90 days in the event of total disability (on the date of such discontinuance) of the Certificate Holder or an Eligible Dependent.

XII. General Conditions

Change of Status

You must notify RLHICA through your employer or organization, of any event causing a change in the status of

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an Eligible Dependent. Events that can affect the status of an Eligible Dependent include, but are not limited to, marriage, birth, death, divorce, and entrance into military service.

Assignment

Services and/or Benefit payments to you or an Eligible Dependent are for the personal benefit of you or an Eligible Dependent and cannot be transferred or assigned. Notwithstanding any other provision of this Plan, however, you or an Eligible Dependent may assign Benefit payments to the Dentist who rendered Covered Services under this Plan.

Subrogation

If RLHICA pays a claim for which another person or company is liable, RLHICA has the right to recover its payment from the other person or company.

Obtaining and Releasing Information

While you are covered by RLHICA, you agree to provide RLHICA with any information it needs to process your claims and administer your Benefits. This includes allowing RLHICA to have access to your dental records.

Dentist-Patient Relationship

You and your Eligible Dependents have the freedom to choose any Dentist. Each Dentist maintains the dentist-patient relationship with the patient and is solely responsible to the patient for dental advice and treatment and any resulting liability.

Late Claims Submission

RLHICA will not honor and no payment will be made for services if a claim for those services has not been received by RLHICA within one year from the date the services were completed.

Change of Certificate or Plan

No agent has the authority to change any provisions in this Certificate or the provisions of the Plan on which it is based. No changes to this Certificate or the underlying Plan are valid unless approved in writing by an officer of RLHICA.

Note: This Certificate and your Plan are subject to change if, in the future, federal and state privacy laws and regulations require RLHICA or your employer or organization to comply with such laws and regulations. Should any such change to your Certificate or Plan be necessary by law, you will receive written notice from

RLHICA informing you of the reasons for any change to your Certificate or Plan and the process by which you will receive an amended Certificate or the amended section of your Certificate.

Actions

No civil action may be brought to recover on this Certificate prior to the expiration 60 days after written proof of loss has been furnished in accordance with the requirements of this Certificate. No such action may be brought after the expiration of three years after the time written proof of loss is required to be given.

Representations

In the absence of fraud, all statements made by your employer or organization or by the individuals insured, shall be deemed to be representations and not warranties. No such statement shall be used in defense to a claim under this Policy, unless it is contained in a written application.

Deleted: Note: This Certificate and your Plan are subject to change if, in the future, federal and state privacy laws and regulations require RLHICA or your employer or organization to comply with such laws and regulations. Should any such change to your Certificate or Plan be necessary by law, you will receive written notice from RLHICA informing you of the reasons for any change to your Certificate or Plan and the process by which you will receive an amended Certificate.¶

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VI. Exclusions and Limitations

Exclusions

In addition to the exclusions listed above in the Benefits section, RLHICA will not make payment for the following benefits and services, and all charges for the same will be your responsibility, unless otherwise specified in the Summary of Dental Plan Benefits:

Services for injuries or conditions paid pursuant to Workers' Compensation or Employer's Liability laws. Benefits or services that are received from any government agency, political subdivision, community agency, foundation, or similar entity. NOTE: This provision does not apply to any programs provided under Title XIX Social Security Act, that is, Medicaid.

Services or appliances started prior to the date the person became eligible under this Plan., excluding orthodontic treatment

Charges for failure to keep a scheduled visit with the Dentist.

Charges for completion of forms or submission of claims.

Services for which no valid dental need can be demonstrated, that are specialized techniques, or that are investigational in nature as determined by the standards of generally accepted dental practice.

Treatment by other than a Dentist, except for services performed by a licensed dental hygienist under the scope of his or her license.

Those Benefits excluded by the policies and procedures of RLHICA, including the Processing Guidelines.

Services or supplies for which no charge is made, for which the patient is not legally obligated to pay or for which no charge would be made in the absence of RLHICA coverage.

Services or supplies received as a result of dental disease, defect, or injury due to an act of war, declared or undeclared.

Services that are generally covered under a hospital, surgical/medical, or prescription drug program.

Services that are not within the classes of Benefits that have been selected and are not in this Plan.

Limitations

In addition to the limitations listed above in the Benefits section, the following limitations apply under this Plan, unless otherwise specified in the Summary of Dental Plan Benefits:

RLHICA's obligation for payment of Benefits ends on the last day of the month in which coverage is terminated under this Plan.

When services in progress are interrupted and completed later by another Dentist, RLHICA will review the claim to determine the amount of payment, if any, to each Dentist.

Care terminated due to the death of a Certificate Holder or Eligible Dependent will be paid to the limit of RLHICA's liability for the services completed or in progress.

The maximum Benefit payable in any one Benefit Year will be limited to the amount specified in the Summary of Dental Plan Benefits.

Processing Guidelines may limit payment.