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**CERTIFICATE OF COVERAGE**

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**The Guardian Life Insurance Company of America**

*10 Hudson Yards  
New York, New York 10001  
(212) 598-8000*

The Group Dental Insurance Coverage described in this Certificate is attached to the group Policy effective July 1, 2010. This Certificate replaces any Certificate previously issued under this Policy or under any other plan providing similar or identical benefits issued to the Policyholder by Guardian.

**GROUP DENTAL INSURANCE COVERAGE**

Guardian certifies that the Subscriber to whom this Certificate is issued is eligible for the coverage, and in the amount, described herein. In order to be eligible for coverage, the Subscriber must: (a) satisfy all of this Policy's eligibility and Effective Date requirements; (b) be listed in Our and/or the Policyholder's records as a validly covered Subscriber under the Policy; (c) all required premium payments must have been made by or on behalf of the Subscriber; and (d) satisfy any necessary Proof of Insurability requirements.

The Subscriber is not covered by any part of the Policy for which he or she has waived coverage. Such a waiver of coverage is shown in Our and/or the Policyholder's records.

**Policyholder:** IBEW LOCAL 18 HEALTH AND WELFARE TRUST

**Group Policy Number:** 00456998

**Effective Date:** July 1, 2010

**The Guardian** Life Insurance Company of America



Michael Prestileo, Senior Vice President

B400.0012-R



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**NOTICE: WE WILL PROVIDE WRITTEN NOTIFICATION BY MAIL TO THE LAST KNOWN ADDRESS OF ALL AFFECTED NONMEMBER CERTIFICATE HOLDERS AT LEAST 60 DAYS PRIOR TO THE EFFECTIVE DATE OF THE FOLLOWING: TERMINATION OF THE PLAN, INCREASE IN PREMIUM, REDUCTION OR ELIMINATION OF BENEFITS OR RESTRICTION OF ELIGIBILITY NOT REQUESTED BY THE PLANHOLDER.**

**SHOULD YOU HAVE ANY QUESTIONS REGARDING THIS INSURANCE, YOU MAY CONTACT THE GUARDIAN LIFE INSURANCE COMPANY OF AMERICA AS SHOWN BELOW.**

www.GuardianAnytime.com

**CUSTOMER SERVICES  
THE GUARDIAN LIFE INSURANCE COMPANY OF AMERICA  
10 Hudson Yards  
CUSTOMER SERVICES, H-6-D  
NEW YORK, NY 10001**

**CUSTOMER RESPONSE UNIT: 1-800-541-7846**

#### **COMPLAINT NOTICE**

**This notice is to advise You that should any complaints arise regarding this insurance you may contact the Guardian at the following address or phone number:**

**Dental Claims Services, Quality And Compliance  
The Guardian Life Insurance Company Of America  
PO Box 2457  
Spokane WA 99210-2457  
Phone: 800-541-7846  
Fax: 509-468-4590**

**If you feel Your complaints have not been resolved after contacting the Guardian You may contact the California Department of Insurance at the following address and phone number:**

**Department Of Insurance  
300 South Spring Street  
Los Angeles, California 90013  
Consumer Hotline: 1 (800) 927-HELP (4357)  
TDD: 1 (800) 482-4TDD (4833)  
Website: [www.insurance.ca.gov/01-consumers/](http://www.insurance.ca.gov/01-consumers/)**

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## **GENERAL PROVISIONS**

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### **Applicable Benefits**

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This Certificate may include multiple benefit options and types of benefits. You will only be covered for benefits if:

- They were previously selected in an acceptable manner and mode, such as an enrollment form or other required form; and
- We have received any required premium.

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### **Limitation of Authority**

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Only the President, a Vice President or a Secretary of Guardian, has the authority to act for Us in a written and signed statement to:

- Determine whether any contract, Policy or Certificate is to be issued;
- Waive or alter any contract or Policy provisions, or any of Our requirements;
- Bind Us by any statement or promise relating to any contract issued or to be issued; or
- Accept any information or representation which is not in a signed application.

Agents and brokers do not have the authority to change the contract or Policy or waive any of its provisions.

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### **Incontestability**

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This Certificate is incontestable after two years from its date of issue, except for non-payment of premiums.

In the event Your insurance is rescinded, We will refund premiums paid for the periods such insurance is void.

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## CONDITIONS OF ELIGIBILITY FOR GROUP DENTAL INSURANCE COVERAGE

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### **Subscriber Eligibility**

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You are eligible for Dental coverage if You are:

- In an eligible class of Subscribers;
- An active Full-Time Subscriber; and
- Working at least the minimum required number of hours in Your eligible class at:
  - The Policyholder's place of business;
  - Some place where the Policyholder's business requires You to travel; or
  - Any other place You and the Policyholder have agreed upon for the performance of the major duties of Your job;
- A qualified retiree; or
- A permanent part-time Subscriber.

You are **not** eligible for Dental coverage if You are:

- A temporary or seasonal Subscriber; or
- The Subscriber for whom, pursuant to a collective bargaining agreement, the Policyholder makes any payments to any kind of health and welfare benefit plan other than under this Certificate.

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### **Dependent Eligibility**

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Your eligible dependents are Your:

- Spouse; and
- Dependent child, including:
  - A newborn child, natural child, stepchild or a child placed with you for adoption or foster care who is under age 26; and
  - A child who is incapable of self-support because of a physically or mentally disabling injury, illness or condition. A dependent child may remain eligible for dependent benefits past the age limit, subject to the conditions below:
    - The condition started before he or she reached the age limit; and

- The child remained continuously covered until he or she reached the age limit; and
- We will send notice to You at least 90 days prior to the limiting age and You must send us written proof that the child is dependent upon You for support and maintenance as is incapable of self-sustaining employment by reason of a physically or mentally disabling injury, illness, or condition. You have 60 days from the date the child reaches the age limit to do this. We will continue coverage until a determination about the child's eligibility is made. We can ask for periodic proof that the child's condition continues, but We cannot ask for this proof more than once a year.

Eligible dependent does not include anyone who is insured under this Policy as the Subscriber.

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### **Eligibility Waiting Period**

You and Your dependents are eligible under this Certificate after You complete the eligibility waiting period, if any, established by the Policyholder.

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### **When Coverage Starts**

Your Policyholder will inform You of Your Effective Date under the Dental Policy. Your coverage begins on the date:

- You and Your eligible dependents are eligible for the Dental Policy as stated in the Conditions Of Eligibility for Group Dental Insurance section; and
- You and Your eligible dependents have enrolled in the Dental Policy; and
- Required premiums have been paid.

You or Your eligible dependents may be considered a Late Entrant if You fail to enroll within 31 days of the Eligibility Date or a Qualifying Event. Late Entrant penalties may be imposed. Please refer to Your Schedule of Benefits.

B400.0089

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### **Exception to When Coverage Starts**

Sometimes a scheduled Eligibility Date is not a regularly scheduled work day. If the scheduled Eligibility Date falls on:

- A holiday;
- A vacation day;

- A non-scheduled work day;

and if:

- You were fully capable of performing Active Work for the Policyholder for the minimum number of hours of the Subscriber in Your eligible class at 12:01 AM Standard Time for Your place of residence on the scheduled Eligibility Date; and
- You were Actively at Work and working the minimum number of hours of the Subscriber in Your eligible class on Your last regularly scheduled work day.

Your coverage will start on the scheduled Eligibility Date. However, any coverage or part of coverage for which You must elect and pay all or part of the cost, will not start if You are on an approved leave and such coverage or part of coverage was not previously in force for You under a prior plan which this Certificate replaced.

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### **When Your Coverage Ends**

Your coverage will end on the first of the following events:

- The last day of the month in which Your Active Full-Time Work ends for any reason, other than disability.
- The last day of the month in which You stop being an eligible Subscriber under this Certificate.
- The date the group Certificate ends, or is discontinued for a class of Subscribers to which You belong.
- The last day of the period for which required payments are made for or by You.
- The date You die.

B400.0107-R

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### **When Your Dependent Coverage Ends**

Your dependent coverage will end on the first of the following events:

- When Your coverage ends.
- When You stop being an eligible Subscriber under this Certificate.
- The date the group Certificate ends, or dependent coverage is discontinued for a class of Subscribers to which You belong.
- The last day of the period for which required payments are made for Your dependent.



- On the last day of the month in which Your child attains the age limit, except as described in the Dependent Eligibility section.
- For your Spouse, on the last day of the month in which Your marriage ends in legal divorce or annulment.

B400.0114-R

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**CONTINUATION OF COVERAGE**

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You may have the right to continue certain group benefits for a limited time after Your coverage would otherwise end. Read this Certificate carefully for details and discuss with Your Policyholder or administrator.

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**Continuation Rights**

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You may be eligible to continue Your group dental coverage under more than one Continuation Rights section at the same time. If You choose to continue Your group dental coverage under more than one section, the continuations: (1) start at the same time; (2) run concurrently; and (3) end independently, on their own terms.

If continuing coverage under more than one continuation section: (1) You will not be entitled to duplicate benefits; and (2) You will not be subject to the premium requirements of more than one section at the same time.

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**Uniformed Services Continuation Rights**

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USERRA (Uniformed Services Employment and Reemployment Rights Act) is a federal law that provides reemployment rights for veterans and members of the National Guard and Reserve following military service. It also prohibits employer discrimination against any person on the basis of that person's past military service, current military obligations or intent to join one of the uniformed services.

If Your group dental coverage under this Policy would otherwise end because You enter into active military service, You may elect to continue such coverage for Yourself and Your eligible dependents in accordance with the provisions of USERRA.

You may contact Your Policyholder for additional information.

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**COBRA Continuation Rights**

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If dental insurance for You or Your dependents ends, You or Your dependents may qualify for continuation of such insurance under the Consolidated Omnibus Budget Reconciliation Act of 1985, as amended (COBRA). For more information, You may contact Your Policyholder or visit our website at [www.guardianlife.com](http://www.guardianlife.com).

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**Family Medical Leave Of Absence (FMLA)**

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There are certain leaves of absence that may qualify for continuation of insurance under the Family and Medical Leave Act of 1993 (FMLA), or other similar laws. Please contact Your Policyholder for information regarding such legally mandated leave of absence laws.

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## DENTAL CLAIM PROVISIONS

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You may visit any Dentist. After Guardian pays its portion of the Covered Charges, You are responsible for the rest. This includes any Deductible, Copayment, Coinsurance and amounts above any coverage maximum, as well as, any remaining charges up to the Dentist's total charge for services received.

Your reimbursement will be based on Guardian's fee schedule for Your specific Policy or on a percentile of the prevailing fee data for the Dentist's zip code. Please refer to Your Schedule of Benefits.

B400.0177

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### Filing A Claim

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Most Dentists file claims electronically or have claim forms on hand. If they don't, You may obtain one by visiting our website at [www.guardianlife.com](http://www.guardianlife.com) or You may call our customer service department at (800) 541-7846 or the toll-free number listed on Your ID card. We will furnish You a claim form within 15 days of Your request.

If You have services performed by a Guardian Contracted Dentist, Your claim will be submitted for You and the payment will be sent directly to Your Dentist.

If You have services performed by a Non-Contracted Dentist, You may need to submit Your own claim. Just follow these easy steps to ensure efficient processing:

- Complete Your portion of the claim form and present the form to the Dentist for completion.
- Mail Your completed claim form to the address shown on the Guardian claim form or You can obtain our address on the Guardian website at [www.guardianlife.com](http://www.guardianlife.com).

You must submit all claims for dental benefits within 15 months of the date of service.

We may require additional information to pay Your claim. This may consist of radiographic images, periodontal charting, narratives and other diagnostic materials that may support Your claim.

B400.0181-R

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### Adverse Benefit Determination

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If a claim is denied, Guardian will provide a notice that will set forth:

- The specific reason(s) for the adverse determination.
- Reference to the specific plan provision(s) on which the determination is based.

- A description of any additional material or information necessary to make the claim valid and an explanation of why such material or information is needed.
- A description of the plan's claim review procedures and the time limits applicable to such procedures, including a statement indicating that You have the right to bring a civil action under ERISA Section 502(a) following an adverse benefit determination.
- Identification and description of any specific internal rule, guideline or protocol that was relied upon in making an adverse benefit determination, or a statement that a copy of such information will be provided to the claimant free of charge upon request.
- In the case of an adverse benefit determination based on medical necessity or experimental treatment, notice will either include an explanation of the scientific or clinical basis for the determination, or a statement that such explanation will be provided free of charge upon request; and
- In the case of an urgent care adverse determination, a description of the expedited review process.

B400.3339

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### **Appeal of Adverse Benefit Determinations**

If a claim is wholly or partially denied, You will have up to 180 days to make an appeal.

A request for an appeal of an adverse benefit determination involving an urgent care claim may be submitted orally or in writing. Necessary information and communication regarding an urgent care claim may be sent to Guardian by telephone, facsimile or similar expeditious manner.

Guardian will conduct a full and fair review of an appeal which includes providing to claimants the following:

- The opportunity to submit written comments, documents, records and other information relating to the claim;
- The opportunity, upon request and free of charge, for reasonable access to, and copies of, all documents, records and other information relating to the claim; and
- A review that takes into account all comments, documents, records and other information submitted by You relating to the claim, without regard to whether such information was submitted or considered in the initial benefit determination.

In reviewing an appeal, Guardian will:

- Provide for a review conducted by a named fiduciary who is neither the person who made the initial adverse determination nor that person's subordinate;

- In deciding an appeal based upon a medical judgment, consult with a health care professional who has appropriate training and experience in the field of medicine involved in the medical judgment;
- Identify medical or vocational experts whose advice was obtained in connection with an adverse benefit determination; and
- Ensure that a health care professional engaged for consultation regarding an appeal based upon a medical judgment shall be neither the person who was consulted in connection with the adverse benefit determination, nor that person's subordinate.

Guardian will notify the claimant of its decision regarding review of an appeal as follows:

**Urgent Care Claims.** Guardian will notify You of its decision as soon as possible but not later than 72 hours after receipt of the request for review of the adverse determination.

**Pre-Service Claims.** Guardian will notify You of its decision not later than 30 days after receipt of the request for review of the adverse determination.

**Post-Service Claims.** Guardian will notify You of its decision not later than 60 days after receipt of the request for review of the adverse determination.

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## **External Reviews And Independent Medical Reviews**

In the event that You believe a claim was improperly denied, modified or delayed by Guardian or one of Our providers due to the proposed health care services being not medically necessary, You have the right to request an Independent Medical Review (IMR) by the California Department of Insurance (CDI). You must request an external review within 60 days receipt of the adverse benefit determination notice.

With regard to experimental or investigative therapies, We will notify You of the right to request an IMR within 5 business days of the adverse benefit determination notice. If Your physician determines that the proposed therapy would be significantly less effective if not promptly initiated, You can request an expedited review and the analyses and recommendations of the panel of experts will be rendered within seven days of the request for expedited review. At the request of the expert(s), the deadline can be extended by up to three days. The IMR for experimental and investigative therapies will follow the standard procedures except that the reviewer will base his or her determination on relevant medical and scientific evidence.

You can request an IMR by following the steps outlined below.

1. Notify the CDI to request an IMR by filling out an application.
2. Agree and provide written consent to participate in an IMR.
3. The CDI will determine if the request is eligible for an IMR.

4. The IMR Organization will have 30 days to review once all information is gathered unless the request involves an imminent and serious threat to health, which can be expedited and a decision rendered in 3 days.
5. The IMR organization will send the decision to You, Guardian and the Insurance Commissioner.
6. The Commissioner will adopt the recommendation of the IMR organization and promptly notify You and Guardian. The decision is binding to Guardian.

B400.3340

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### **Coordination Of Benefits (COB)**

A Covered Person may have dental insurance through multiple plans. When that occurs one plan is determined to be primary while the other is deemed to be secondary.

The rules establishing the order of benefit determination are:

(1) The benefits of a Plan which covers the person on whose expenses claim is based other than as a dependent shall be determined before the benefits of a Plan which covers such person as a dependent.

(2) Except for cases of a person for whom claim is made as a dependent child whose parents are separated or divorced, the benefits of a plan which covers the person on whose expenses claim is based as a dependent of a person whose date of birth, excluding year of birth, occurs earlier in a calendar year, shall be determined before the benefits of a Plan which covers such person as a dependent of a person whose date of birth, excluding year of birth, occurs later in a calendar year. If either Plan does not have the provisions of this paragraph regarding dependents, which results either in each Plan determining its benefits before the other or in each Plan determining its benefits after the other, the provisions of this paragraph shall not apply, and the rule set forth in the Plan which does not have the provisions of this paragraph shall determine the order of benefits.

(3) In the case of a person for whom claim is made as a dependent child whose parents are separated or divorced and the parent with custody of the child has not remarried, the benefits of a Plan which covers the child as a dependent of the parent with custody of the child will be determined before the benefits of a plan which covers the child as a dependent of the parent without custody.

(4) In the case of a person for whom claim is made as a dependent child whose parents are divorced and the parent with custody of the child has remarried, the benefits of a Plan which covers the child as a dependent of the parent with custody shall be determined before the benefits of a Plan which covers that child as a dependent of the stepparent, and the benefits of a Plan which covers that child as a dependent of the stepparent will be determined before the benefits of a Plan which covers that child as a dependent of the parent without custody.

(5) In the case of a person for whom claim is made as a dependent child whose parents are separated or divorced, where there is a court decree which would otherwise establish financial responsibility for the medical, dental or other health care expenses with respect to the child, then, notwithstanding paragraphs (3) and (4) above, the benefits of a Plan which covers the child as a dependent of the parent with such financial responsibility shall be determined before the benefits of any other Plan which covers the child as a dependent child.

When Guardian is secondary, benefits are determined so that the total payable by both plans does not exceed the allowable amount, (described below):

- If both plans are subject to a contracted fee schedule, the higher fee schedule is the allowable amount.
- If only one plan is subject to a contracted fee schedule:
  - When the primary plan is not subject to a fee schedule, Guardian's fee schedule is the allowable amount.
  - When the primary plan is subject to a fee schedule, the primary plan's fee schedule is the allowable amount.
- If neither plan is subject to a contracted fee schedule, the maximum allowed amount of either plan is the allowable amount.

In no instance will Guardian pay more as the secondary plan than it would have paid being the primary plan.

B400.3341

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## **How We Pay Orthodontic Claims**

Orthodontic services may or may not be covered under this Policy. Please refer to Your Schedule of Benefits.

Benefits for orthodontic claims are divided into equal payments, which will be paid over the lesser of: (a) the length of the treatment plan; or (b) two years. The first payment is made when the Appliance is placed. Remaining payments are made at the end of each quarter.

If Your orthodontic treatment began prior to Your Eligibility Date, benefits will be prorated by the portion of the treatment incurred while insured with Guardian.

Any orthodontic Lifetime maximum amount paid under a Prior Policy, will be deducted from this Policy's orthodontic Lifetime Maximum.

B400.0188

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**DENTALGUARD PREFERRED - THIS PLAN'S PREFERRED PROVIDER ORGANIZATION (PPO) INSURANCE**

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This Policy is designed to promote high quality dental care while controlling the cost of such care. The Policy encourages a Covered Person to seek dental care from Dentists and dental care facilities that are under contract with Guardian's Dental Preferred Provider Organization.

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**Contracted Dentists**

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Dentists who are contracted with Guardian's DentalGuard Preferred Provider Organization have agreed to accept a discount for the Covered Services they perform. When You visit one of these Dentists, the discount will lower Your out-of-pocket costs.

When receiving services from a Contracted Dentist, You will be responsible for any Deductible, Copayment, Coinsurance amounts above the Benefit Year Maximum and for any non-covered services. In some instances, You may be responsible for the difference between the Dentist's discounted fee and the plan allowance. For Covered Services, You will not be responsible for amounts above the Dentist's discounted fee.

Some states allow Contracted Dentists to accept discounts only on services that are covered by the Policy. Prior to Your anticipated dental services being performed, ask Your Dentist for a treatment plan that includes services to be provided with an estimated cost. (Please see Pre-Treatment Review section). If You would like more information, You may call our customer service department at (800) 541-7846 or the toll-free number listed on Your ID card.

You will need to verify if Your Dentist is contracted within Guardian's Dental Preferred Provider Organization at the time of service.

Please refer to Guardian's on-line provider directory at [www.guardianlife.com](http://www.guardianlife.com).

If Your Policy provides orthodontics, the negotiated discounted fee for orthodontics does not include:

- Any incremental charges for optional orthodontic Appliances.
- Replacement or repair due to neglect of the patient.
- Treatment plans that began prior to the Eligibility Date.

B400.0189



## **Non-Contracted Dentists**

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You may visit any Dentist. After Guardian pays its portion of Covered Charges, You are responsible for the rest. This includes Your Deductible, Copayment, Coinsurance and amounts above the Benefit Year Maximum, as well as, any remaining charges up to the Dentist's total charge for services received.

Your reimbursement will be based on Guardian's fee schedule for Your specific Policy or on a percentile of the prevailing fee data for the Dentist's zip code. Please refer to Your Schedule of Benefits.

B400.0190

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## COVERED CHARGES

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To be a Covered Charge, the service must be:

- Performed by a licensed Dentist; and
- Necessary and appropriate for Your condition; and
- An eligible Covered Service as described in the Schedule of Benefits.

We may use the professional review of a licensed Dentist to determine the appropriate benefit for a dental procedure or course of treatment. We may apply an Alternate Treatment benefit when a less expensive service can be used to treat the dental condition.

Certain comprehensive dental services have multiple procedures. For benefit purposes, these separate procedures will be considered part of the more comprehensive service.

You and Your Dentist have the right and responsibility for choosing the course of treatment and the services to be performed, regardless if those services are covered under this Policy. Once services have been performed and the claim submitted, We will review the claim and determine the benefits payable under this Policy.

All covered charges are considered incurred on the date services are furnished, with the following exceptions:

- Charges for crowns, bridges and other cast restorations are incurred on the date the tooth is initially prepared.
- Charges for root canals are incurred on the date the pulp chamber is opened.
- Charges for dentures are incurred on the date the final impression is made.
- The initial charge for orthodontic treatment is incurred on the date the Appliance is first placed.

Please refer to Your Schedule of Benefits.

B400.0191

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## Continuity Of Care

At Your request, We can arrange for the completion of Covered Services by a terminated Dentist for the duration of an Acute Condition. A terminated Dentist means a Dentist whose contract to provide services to Covered Persons is terminated or not renewed by Us or one of Our contracting dental groups. A terminated Dentist is not a Dentist who voluntarily leaves Us or Our contracting dental group. You must be undergoing a course of treatment for an Acute Condition and Your coverage under the Policy must continue during the completion of Covered Services.

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## **Pre-Treatment Review**

To assist You in managing Your total costs, Guardian offers a "Pre-Treatment Review".

A Dentist may submit a treatment plan to Guardian for review before services are performed. Guardian will advise the patient and the Dentist what services are covered and what the estimated payment would be. The actual payment for the predetermined services depends on eligibility, Policy limitations, Coordination of Benefits and the remaining maximum available at the time services are performed. A Pre-Treatment Review is subject to change based on the Dentist's participation status at the time of treatment. A Pre-Treatment Review is optional, however it is strongly recommended for non-routine dental services. Once the services are completed, the claim should be submitted to Guardian for payment.

B400.3343

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## **Replacing a Prior Policy**

If this Policy is replacing a Prior Policy, in the first Policy year; (a) We will reduce the Deductible amount applied under the Prior Policy from this Policy's Deductible; and (b) the maximum amount paid under the Prior Policy will be deducted from this Policy's Benefit Year Maximum. Documentation for Prior Policy benefits must be provided.

B400.0193

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## DEFINITIONS

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This section defines certain terms appearing in Your Certificate.

B400.0292

**Acute Condition:** This term means a dental condition that involves a sudden onset of symptoms due to a dental problem that requires prompt dental attention and that has a limited duration.

B400.3344

**Alternate Treatment:** This term means if more than one type of service can be used to treat a dental condition, We have the right to base benefits on the least expensive service, which is within the range of professionally accepted standards of dental practice as determined through the professional review of a licensed Dentist.

B400.0294

**Anterior Teeth:** This term means the incisor and cuspid teeth. These are the teeth located in front of the bicuspid (pre-molars).

B400.0295

**Appliance:** This term means any dental device other than a Dental Prosthesis.

B400.0296

**Benefit Year:** This term means a 12 month period which starts on January 1st and ends on December 31st of each year.

B400.0361

**Benefit Year Maximum:** This term means the total dollar amount that Guardian will pay for Covered Services by a Covered Person in a Benefit Year.

B400.0298

**Certificate:** This term means this Certificate of Coverage, including the Schedule of Benefits and any riders and enrollment forms that may be attached to this Certificate.

B400.0299

**Coinsurance:** This term means the percent of the benefit that Guardian will pay after the required Deductible has been met.

B400.0303

**Contracted Dentist:** This term means a licensed Dentist or a dental care facility that is under contract with Guardian to participate in Guardian's dental network.

B400.0300

**Copayment:** This term means a fixed dollar amount that the Covered Person is required to pay at the time services are rendered.

B400.0304

**Covered Person:** This term means You, if You are covered by this Policy, and any of Your covered dependents.

B400.0301

**Covered Services:** This term means services for which any reimbursement is available under the Subscriber's Certificate of Coverage, regardless of whether the reimbursement is contractually limited by a Deductible, Copayment, Coinsurance, service waiting period, Benefit Year Maximum or Lifetime Maximum, frequency, alternate benefit payment, or other limitations.

B400.0302-R

**Deductible:** This term means a fixed dollar amount the Covered Person is responsible for paying before Guardian will begin paying the cost of covered benefits.

B400.0305

**Dental Prosthesis:** This term means a restoration or device which is used to replace one or more missing or lost teeth and associated tooth structures. It includes all types of: (1) bridge retainer crowns, inlays, and onlays; (2) bridge pontics; (3) complete and immediate dentures; (4) partial dentures; and (5) (a) crowns; (b) inlays (c) onlays (d) veneers; (e) implants; and (f) posts and cores.

B400.0306

**Dentist and Dentists:** This term means any dental or medical practitioner We are required by law to recognize who: (1) is properly licensed or certified under the laws of the state where he or she practices; and (2) provides services which are within the scope of his or her license or certificate and covered by this Policy.

B400.0307

**Effective Date:** The date the Policy goes into force and effect as stated on the cover page of the Certificate of Coverage, or any change to the Policy as requested by the Policyholder and approved by Us and in force and effect as stated on cover page of the Certificate of Coverage.

B400.0308

**Eligibility Date:** This term means the earliest date You are eligible for coverage under this Certificate as directed by the Policyholder, and you have satisfied all requirements for coverage to begin, as required by this Certificate.

B400.0309

**Injury:** This term means: (1) all damage to a Covered Person's mouth due to an accident which occurs while he or she is covered by this Policy; and (2) all complications arising from that damage. But the term does not include damage to teeth, Appliances or Dental Prostheses which results solely from chewing or biting food or other substances.

B400.0316

**Late Entrant:** This term means a person who: (1) becomes covered by this Policy more than 31 days after the Covered Person is eligible; or (2) becomes covered again, after the Covered Person's coverage lapsed because he or she did not make required payments.

B400.0319

- Lifetime Maximum:** This term means the maximum amount that Guardian will pay for Covered Services during a Covered Person's lifetime.  
B400.0320
- Non-Contracted Dentist:** This term means a licensed Dentist or dental care facility that is not under contract with Guardian to provide dental services.  
B400.0321-R
- Policy:** This term means the group Dental Insurance Coverage described in the Policy and this Certificate.  
B400.0324
- Policyholder:** This term means the entity that purchased this Policy.  
B400.0325
- Posterior Teeth:** This term means the bicuspid (pre-molars) and molar teeth. These are the teeth located behind the cuspids.  
B400.0326
- Prior Policy:** This term means the Policyholder's plan of group dental coverage which was in force immediately prior to this Policy. For a plan to be considered a Prior Policy, the Guardian Policy must start immediately after the prior coverage ends.  
B400.0327
- Qualifying Event:** This term means a specific occurrence that changes a Covered Person's eligibility status such as Your Spouse's loss of employment; Your Spouse's loss of eligibility under his or her dental plan; divorce; death of Your Spouse; termination of another dental policy; or any other event as required by state or federal law or in accordance with Your Policyholder's rules.  
B400.0329
- Spouse:** This term means the person to whom You are legally married, or Your registered domestic partner, civil union partner or equivalent as recognized and allowed by federal law, or state law in Your state of residence or the state in which the marriage or Your registered domestic partner, civil union partner or equivalent was recorded.  
B400.3424
- Subscriber:** This term means the subscriber of the group determined to be eligible by the Policyholder.  
B400.0332-R
- We, Us, Our and Guardian:** These terms mean The Guardian Life Insurance Company of America.
- You, Your or Yourself:** These terms mean the covered Subscriber.  
B400.0333-R

## STATEMENT OF ERISA RIGHTS

### The Guardian Life Insurance Company of America

10 Hudson Yards  
New York, New York 10001  
(212) 598-8000

Your group Dental benefits may be covered by the Employee Retirement Income Security Act of 1974 (ERISA). If so, you are entitled to certain rights and protections under ERISA.

ERISA provides that all plan participants shall be entitled to:

#### **Receive Information About Your Plan and Benefits**

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

#### **Prudent Actions By Plan Fiduciaries**

In addition to creating rights for plan participants, ERISA imposes duties upon the people who are responsible for the operation of the employee benefit plan. The people who operate the plan, called "fiduciaries" of the plan, have a duty to do so prudently and in the interest of plan participants and beneficiaries. No one, including your employer, your union, or any other person may fire you or otherwise discriminate against you in any way to prevent you from obtaining a welfare benefit or exercising your rights under ERISA.

#### **Enforcement Of Your Rights**

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

## Statement of Erisa Rights (Cont.)

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Under ERISA, there are steps you can take to enforce the above rights. For instance, if you request a copy of plan documents or the latest annual report from the plan and do not receive them within 30 days, you may file suit in a state or Federal court. In such a case, the court may require the plan administrator to provide the materials and pay you up to \$110.00 a day until you receive the material, unless the materials were not sent because of reasons beyond the control of the administrator. If you have a claim for benefits which is denied or ignored, in whole or in part, you may file suit in a federal court. If it should happen that plan fiduciaries misuse the plan's money or if you are discriminated against for asserting your rights, you may seek assistance from the U.S. Department of Labor, or you may file suit in a Federal court. The court will decide who should pay court costs and legal fees. If you are successful, the court may order the person you sued to pay these costs and fees. If you lose, the court may order you to pay these costs and fees, for example, if it finds that your claim is frivolous.

### **Assistance with Questions**

If you have questions about the plan, you should contact the plan administrator. If you have questions about this statement or about your rights under ERISA, or if you need assistance in obtaining documents from the plan administrator, you should contact the nearest office of the Employee Benefits Security Benefits Administration, U.S. Department of Labor listed in your telephone directory or the Employee Benefits Security Administration, U.S. Department of Labor, 200 Constitution Avenue N.W., Washington D.C. 20210. You may also obtain certain publications about your rights and responsibilities under ERISA by calling the publications hotline of the Employee Benefits Security Administration.

### **Qualified Medical Child Support Order**

Federal law requires that group health plans provide medical care coverage of a dependent child pursuant to a qualified medical child support order (QMCSO). A dependent child also includes a child for whom You must provide Dental Insurance due to a QMCSO as defined in the ERISA Section 609(a) United States Employee Retirement Income Security Act of 1974, as amended.

You and your beneficiaries can obtain, without charge, from the plan administrator, a copy of any procedures governing Qualified Domestic Relations Orders (QDRO) and QMCSO. You may also obtain this information on the U.S. Department of Labor's website or You may contact them in your telephone directory.

A dependent enrolled due to a QMCSO will not be considered a late enrollee in the plan.

If you have questions about this section, see your plan administrator.

### **Dental Benefits Claims Procedure**

Claim forms and instructions for filing claims may be obtained from The Guardian Life Insurance Company of America (hereinafter referenced as Guardian).



## Statement of Erisa Rights (Cont.)

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Guardian is the Claims Fiduciary with discretionary authority to interpret and construe the terms of the Policy, the Certificate, the Schedule of Benefits, and any riders, or other documents or forms that may be attached to the Certificate or the Policy, and any other plan documents. Guardian has discretionary authority to determine eligibility for benefits and coverage under those documents. Guardian has the right to secure independent professional healthcare advice and to require such other evidence as needed to decide your claim.

In addition to the basic claim procedure explained in your certificate, Guardian will also observe the procedures listed below. These procedures are the minimum requirements for benefit claims procedures of employee benefit plans covered by Title 1 of ERISA.

B400.0450

<b>Definitions</b>	"Adverse Benefit Determination" means any denial, reduction or termination of a benefit or failure to provide or make payment (in whole or in part) for a benefit.
<b>Timing For Initial Benefit Determination</b>	<p>The Benefit Determination period begins when a claim is received. Guardian will make a Benefit Determination and notify a claimant within a reasonable period of time, but not later than the maximum time period shown below. A written or electronic notification of any adverse Benefit Determination must be provided.</p> <p>Guardian will provide a Benefit Determination not later than 45 days from the date of receipt of a claim. This period may be extended by up to 30 days if Guardian determines that an extension is necessary due to matters beyond the control of the plan, and so notifies the claimant before the end of the initial 45-day period. Such notification will include the reason for the extension and a date by which the determination will be made. If prior to the end of the 30-day period Guardian determines that an additional extension is necessary due to matters beyond the control of the plan, and so notifies the claimant, the time period for making a Benefit Determination may be extended for up to an additional period of up to 30 days. Such notification will include the special circumstances requiring the extension and a date by which the final determination will be made.</p> <p>A notification of an extension to the time period in which a Benefit Determination will be made will include an explanation of the standards upon which entitlement to a benefit is based, any unresolved issues that prevent a decision of the claim, and the additional information needed to resolve those issues.</p> <p>If Guardian extends the time period for making a Benefit Determination due to a claimant's failure to submit information necessary to decide the claim, the claimant will be given at least 45 days to provide the requested information. The extension period will begin on the date on which the claimant responds to the request for additional information.</p>
<b>Adverse Benefit Determination</b>	If a claim is denied, Guardian will provide a notice that will set forth:

- The specific reason(s) for the Adverse Benefit Determination;
- References to the specific provisions in the Policy, Certificate, plan or other documents, on which the determination is based;
- A description of any additional material or information necessary to reconsider the claim and an explanation of why such material or information is necessary;
- A description of the plan's claim review procedures which a claimant may follow to have a claim for benefits reviewed and the time limits applicable to such procedures;
- Identification and description of any specific internal rule, guideline or protocol that was relied upon in making an Adverse Benefit Determination, or a statement that a copy of such information will be provided to the claimant free of charge upon request;
- A description of the plan's review procedures and the time limits applicable to such procedures, including a statement of the claimant's right to bring a civil action under ERISA Section 502(a) following an Adverse Benefit Determination on appeal, and;
- In the case of an Adverse Benefit Determination based on medical necessity or experimental treatment, either an explanation of the scientific or clinical basis for the determination, or a statement that such explanation will be provided free of charge upon request.

**Appeal of Adverse  
Benefit  
Determinations**

If a claim is wholly or partially denied, the claimant will have up to 180 days to make an appeal. Guardian will conduct a full and fair review of an appeal which includes providing to claimant(s) the following:

- The opportunity to submit written comments, documents, records and other information relating to the claim;
- The opportunity, upon request and free of charge, for reasonable access to, and copies of, all documents, records and other information relating to the claim; and
- A review that takes into account all comments, documents, records and other information submitted by the claimant relating to the claim, without regard to whether such information was submitted or considered in the initial benefit determination.

In reviewing an appeal, Guardian will:

- Provide for a review conducted by a named fiduciary who is neither the person who made the initial Adverse Benefit Determination nor that person's subordinate;
- In deciding an appeal based upon a dental or medical judgment, consult with a health care professional who has appropriate training and experience in the field of medicine involved in the medical judgment;
- Identify medical or vocational experts whose advice was obtained in connection with an Adverse Benefit Determination; and

- Ensure that a health care professional engaged for consultation regarding an appeal based upon a medical judgment shall be neither the person who was consulted in connection with the Adverse Benefit Determination, nor that person's subordinate.

Guardian will notify the claimant of its decision not later than 45 days after receipt of the request for review of the Adverse Benefit Determination. This period may be extended by an additional period of up to 45 days if Guardian determines that special circumstances require an extension of the time period for processing and so notifies the claimant before the end of the initial 45-day period.

A notification with respect to an extension will indicate the special circumstances requiring an extension of the time period for review, and the date by which the final determination will be made.

In the event Guardian denies the appeal of an Adverse Benefit Determination, it will:

- Provide the specific reason or reasons why the appeal was denied;
- Refer to the specific provisions in the Policy, Certificate, plan, or other documents on which the benefit determination is based;
- Provide a statement that the claimant is entitled to receive, upon request and free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to the claimant's claim for benefits;
- If applicable, provide the internal rule, guideline, protocol, or other similar criterion relied upon in making the Adverse Benefit Determination, either the specific rule, guideline, protocol, or other similar criterion; or a statement that such rule, guideline, protocol, or other similar criterion was relied upon in making the Adverse Benefit Determination and that a copy of the rule, guideline, protocol, or other similar criterion will be provided free of charge to the claimant upon request.

**Alternative Dispute Options** The claimant and the plan may have other voluntary alternative dispute resolution options, such as mediation. One way to find out what may be available is to contact the local U.S Department of Labor Office and the State insurance regulatory agency.

B400.0451

**The Guardian Life Insurance Company of America**

10 Hudson Yards  
New York, New York 10001  
(212) 598-8000

<b>OPTION E</b>		
<b>GROUP DENTAL INSURANCE COVERAGE SCHEDULE OF BENEFITS</b>		
<p>This Schedule of Benefits is attached to the Certificate and is effective the later of: 1) the Policy Effective Date or; 2) the Effective Date of any amendment. This Schedule of Benefits replaces any previously issued Schedule of Benefits.</p>		
<b>Benefit Level</b>	<b>Tier 1</b>	<b>Tier 2</b>
<b>Tier Configuration</b>	DentalGuard Preferred Dentists	Non-Contracted Dentists
<p><b>IMPORTANT:</b> If You opt to receive dental services that are not Covered Services under this Policy, a Contracted Dentist may charge You his or her usual and customary rate for those services. Prior to providing You with dental services that are not a covered benefit, the Dentist should provide to You a treatment plan that includes each anticipated service to be provided and the estimated cost of each service. If You would like more information about dental coverage options, You may call Our Customer Response Unit at 800-541-7846 or Your insurance broker. To fully understand Your coverage, You may wish to carefully review this evidence of coverage document.</p>		
<b>Covered Charges Reimbursement</b>	DentalGuard Preferred - Contracted Fee Schedule	Non-Contracted Dentist - The 80th percentile of the prevailing fee data for the Dentist's zip code.
<b>Dependent Child Age Limit</b>	26	26
<b>PLAN BENEFITS</b>		
<p>Your Benefit Year is the 12 month period which starts on January 1st and ends on December 31st of each year.</p>		
<b>BENEFIT YEAR DEDUCTIBLE</b>		
<b>Individual Benefit Year Deductible - A covered family must meet three Individual Benefit Year deductibles in a Benefit Year</b>	none	\$25.00
<b>Deductible Waived for Preventive Services</b>	Yes	Yes
<b>Deductible Waived for Basic Services</b>	Yes	No
<b>Deductible Waived for Major Services</b>	Yes	No

<b>BENEFIT YEAR DEDUCTIBLE (Cont.)</b>		
<b>Deductible Waived for Orthodontic Services</b>	Yes	Yes
<b>COINSURANCE</b>		
<b>Preventive Services</b>	100%	100%
<b>Basic Services</b>	90%	80%
<b>Major Services</b>	60%	60%
<b>Orthodontic Services</b>	80%	80%
<b>BENEFIT YEAR MAXIMUM</b>		
<b>Individual Benefit Year Maximum</b>	\$3,000.00	\$3,000.00
<b>LIFETIME MAXIMUM</b>		
<b>Orthodontic Lifetime Maximum</b>	\$2,000.00	\$2,000.00
<b>Covered charges used to satisfy the Deductible(s) and Maximum(s) will apply to all benefit levels.</b>		
<b>LATE ENTRANT PENALTIES</b>		
<b>Preventive Services</b>	None	None
<b>Basic Services</b>	None	None
<b>Major Services</b>	None	None
<b>Orthodontic Services</b>	None	None

**COVERED DENTAL SERVICES**

The listing below is a partial list of covered dental services and limitations. Additional dental services that are not named on this list may also be eligible for coverage. Covered dental services are based on current dental terminology and are updated periodically. The most current dental terminology may not be reflected in the list of covered dental services. Benefits will be payable based on the most current dental terminology.

SERVICE/PROCEDURE	CATEGORY OF SERVICE	LIMITATIONS
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**DIAGNOSTIC AND PREVENTIVE**

<b>Office visits, Oral evaluations</b>	Preventive	Limited to 2 in a calendar year. Comprehensive evaluations are included in the frequency with office visits and oral evaluations. Limited to 1 in 36 months.
<b>After hours office visits or Emergency palliative treatment</b>	Preventive	Palliative treatment - limited to 1 in 6 months. Covered only if no other treatment, other than radiographic images, is performed during the visit.  After hours office visits - limited to 1 in 6 months.

<b>Complete series of radiographic images (at least 14 films, including bitewings) or Panoramic radiographic image</b>	Preventive	Limited to 1 in 36 months.
<b>Intraoral periapical images, Occlusal radiographic images</b>	Preventive	Limited to single films.
<b>Bitewing radiographic images</b>	Preventive	Limited to either a maximum of 4 bitewing radiographic images or vertical bitewings (7-8 radiographic images), in one visit, twice in a calendar year.
<b>Adjunctive pre-diagnostic test that aids in detection of mucosal abnormalities including premalignant and malignant lesions, not to include cytology or biopsy procedures</b>	Not Covered	
<b>Diagnostic casts</b>	Basic	Covered when needed to prepare a treatment plan for three or more of the following performed at the same time in more than one arch: dentures, crowns, bridges, inlays and onlays or full mouth equilibration.
<b>Prophylaxis</b>	Preventive	Limited to 2 prophylaxes or periodontal maintenance in a calendar year.
<b>Prophylaxis - medically necessary</b>	Preventive	Limited to 1 in 12 months. Covered when needed due to a medical condition. Written verification from the medical physician is required.
<b>Fluoride</b>	Preventive	Limited to 2 in a calendar year. Limited to covered persons up to age 19.
<b>Sealants</b>	Basic	Limited to unrestored, permanent molar teeth. Limited to once per tooth in 36 months. Limited to Covered Persons up to age 16.

SERVICE/PROCEDURE	CATEGORY OF SERVICE	LIMITATIONS
Space maintainers	Preventive	Limited to the initial Appliance only. Covered when necessary to replace prematurely lost or extracted deciduous teeth. Allowance includes adjustments in the first 6 months after insertion. Limited to a maximum of one bilateral per arch or one unilateral per quadrant.
Minor treatment to control harmful habits	Preventive	For Covered Persons up to age 14. Limited to thumbsucking Appliances. Limited to the initial Appliance only. Allowance includes adjustments in the first 6 months after insertion.
<b>RESTORATIVE</b>		
Amalgam restorations	Basic	Allowance includes bonding agents, liners, bases, polishing and local anesthetic. Benefits for the replacement of existing restorations will be considered for payment if at least 12 months have passed since the previous restoration was placed if the Covered Person is under age 19, and 36 months if the Covered Person is age 19 and older.
Resin-based composite restorations	Basic	Allowance includes bonding agents, liners, bases, polishing and local anesthetic.  Benefits for the replacement of existing restorations will be considered for payment if at least 12 months have passed since the previous restoration was placed if the Covered Person is under age 19, and 36 months if the Covered Person is age 19 and older.
Prefabricated stainless steel crowns, Prefabricated resin crowns	Basic	Limited to once per tooth in 24 months. Prefabricated crowns are considered to be a temporary or provisional service when done within 24 months of a permanent crown and considered to be part of the permanent restoration.
Crowns	Major	Covered only when needed because of decay or injury, and only when the tooth cannot be restored with amalgam or resin-based composite filling material.  Limited to permanent teeth only.  If titanium or high noble metal (gold) is used, the benefit will be based on the noble metal benefit.  <b>See Dental Prosthesis replacement limitation below.</b>  Allowance includes insulating bases, temporary or provisional restorations, local anesthetic and associated gingival involvement.
Inlays, Onlays, Labial veneers	Major	Covered only when needed because of decay or injury, and only when the tooth cannot be restored with amalgam or resin-based composite filling material.  Limited to permanent teeth only.  If titanium or high noble metal (gold) is used, the benefit will be based on the noble metal benefit. Veneers are limited to anterior and bicuspid teeth only.  <b>See Dental Prosthesis replacement limitation below.</b>  Allowance includes insulating bases, temporary or provisional restorations, local anesthetic and associated gingival involvement.

SERVICE/PROCEDURE	CATEGORY OF SERVICE	LIMITATIONS
<b>Post and core, Core buildup</b>	Major	Covered when done in conjunction with a covered crown or bridge retainer and only when necessitated by substantial loss of natural tooth structure.  Limited to permanent teeth only.  <b>See Dental Prosthesis replacement limitation below.</b>
<b>Crown repair, Bridge repair</b>	Major	Bridge repair - if performed more than 6 months after initial insertion.
<b>Re-cement or re-bond inlay, onlay, labial veneer, crown, post and core or bridge</b>	Major	If performed more than 12 months after initial insertion.
<b>ENDODONTICS</b>		
Allowance includes diagnostic, treatment and final radiographic images, cultures and tests, local anesthetic and routine follow-up care, but excludes final restoration.		
<b>Pulp cap - direct, Pulp cap - indirect</b>	Basic	Limited to permanent teeth and limited to one pulp cap per tooth. Indirect pulp cap includes allowance for sedative filling.
<b>Pulpotomy</b>	Basic	Covered when root canal therapy is not the definitive treatment.
<b>Root canal/endodontic therapy, anterior and bicuspid teeth</b>	Basic	
<b>Root canal/endodontic therapy, molar teeth</b>	Basic	
<b>Retreatment of previous root canal therapy, anterior and bicuspid teeth</b>	Basic	Limited to once per tooth.
<b>Retreatment of previous root canal therapy, molar teeth</b>	Basic	Limited to once per tooth.
<b>Apicoectomy, Root amputation, Retrograde filling</b>	Basic	Each limited to once per root.
<b>Other endodontic services</b>	Basic	
<b>PERIODONTICS</b>		
<b>Non-surgical periodontics</b> - Allowance includes the treatment plan, local anesthetic and post-treatment care. Requires documentation of periodontal disease confirmed by both radiographic images and pocket depth probing of each tooth involved.		
<b>Periodontal maintenance</b>	Preventive	Limited to 2 prophylaxes or periodontal maintenance in a calendar year.



SERVICE/PROCEDURE	CATEGORY OF SERVICE	LIMITATIONS
Periodontal scaling and root planing	Basic	Limited to once per quadrant in 24 months. Covered when there is radiographic image and pocket charting evidence of bone loss.
Full mouth debridement	Basic	Limited to once in any 36 consecutive month period. Considered only when no diagnostic, preventive, periodontal service or periodontal surgery procedure has been performed in the previous 36 consecutive month period.
<b>Surgical periodontics</b> - Allowance includes the treatment plan, local anesthetic and post-surgical care. Requires documentation of periodontal disease confirmed by both radiographic images and pocket depth probing of each tooth involved.		
Gingivectomy or gingivoplasty (1 to 3 contiguous teeth) or Crown lengthening	Basic	Limited to a total of one service, per tooth, in 12 months.
Gingivectomy or Gingivoplasty (4 or more teeth per quadrant), Osseous surgery, Gingival flap procedure, Distal or proximal wedge, or Surgical revision procedure	Basic	Limited to a total of one service, per quadrant, in 36 months.
Tissue grafts	Basic	Limited to a total of one service, per tooth or site, in 36 months. Covered when the tooth is present or when dentally necessary as part of a covered surgical placement of an implant.
Guided tissue regeneration	Basic	Limited to once per area or tooth, when the tooth is present.
Bone replacement graft	Basic	Limited to once per area or tooth, when the tooth is present.
<b>PERIODONTAL SURGERY RELATED</b>		
Occlusal adjustment - limited	Basic	Covered when done within 6 months after covered periodontal scaling and root planing or osseous surgery. Limited to a total of two visits.
Occlusal guard	Basic	Covered when done within 6 months after osseous surgery. Limited to one per lifetime.
<b>PROSTHODONTICS</b>		
Fixed partial denture retainer crowns and pontics (Bridge)	Major	Limited to permanent teeth only.  If titanium or high noble metal (gold) is used, the benefit will be based on the noble metal benefit.  <b>See Dental Prosthesis replacement limitation and missing tooth provision below.</b>  Each retainer and each pontic makes up a unit on a bridge. Allowance includes insulating bases, temporary or provisional restorations, local anesthetic and associated gingival involvement.

SERVICE/PROCEDURE	CATEGORY OF SERVICE	LIMITATIONS
<b>Dentures, complete and partial</b>	Major	<p>Allowance includes adjustments done by the Dentist furnishing the denture in the first 6 months after installation and all temporary or provisional dentures. Temporary or provisional full and partial dentures, and interim dentures older than 1 year are considered to be a permanent Dental Prosthesis.</p> <p>Limited to permanent teeth only.</p> <p><b>See Dental Prosthesis replacement limitation and missing tooth provision below.</b></p>
<b>Adding teeth to partial dentures</b>	Major	<p>To replace extracted natural teeth.</p> <p><b>See missing tooth provision below.</b></p>
<b>Denture repairs</b>	Major	<p>Limited to repairs done more than 6 months after the insertion of the denture.</p>
<b>Denture rebase</b>	Major	<p>Considered part of the denture placement if performed within 6 months by the Dentist who furnished the denture. Once per denture in 24 months. Limited to rebases done more than 6 months after the insertion of the denture.</p>
<b>Denture reline</b>	Major	<p>Considered part of the denture placement if performed within 6 months by the Dentist who furnished the denture. Once per denture in 24 months. Limited to relines done more than 6 months after the insertion of the denture.</p>
<b>Denture adjustments</b>	Major	<p>Considered part of the denture placement if performed within 12 months by the Dentist who furnished the denture. Limited to adjustments done more than 6 months after a denture rebase, denture reline or the initial insertion of the denture.</p>
<b>Tissue conditioning</b>	Major	<p>Considered part of the denture placement if performed within 12 months by the Dentist who furnished the denture. Limited to a maximum of 1 treatment, per arch, in 12 months.</p>
<b>IMPLANT SERVICES</b>		
<b>Radiographic/surgical implant index, by report</b>	Major	<p>Limited to once per arch in 24 months.</p>
<b>Surgical placement of implant</b>	Major	<p>The number of implants We cover is limited to the number of teeth extracted while insured under this Policy.</p> <p>Limited to the replacement of permanent teeth.</p> <p><b>See Dental Prosthesis replacement limitation and missing tooth provision below.</b></p> <p>Allowance includes the treatment plan, local anesthetic and post-surgical care.</p>
<b>Bone replacement graft for ridge preservation, per site</b>	Major	<p>Covered when done in conjunction with a covered surgical placement of an implant in the same site. Limited to once per tooth.</p>
<b>Prefabricated abutment, Custom fabricated abutment</b>	Major	<p><b>See Dental Prosthesis replacement limitation and missing tooth provision below.</b></p>

SERVICE/PROCEDURE	CATEGORY OF SERVICE	LIMITATIONS
Repair implant supported prosthesis	Major	
Repair implant abutment	Major	
Implant removal	Major	
Implant/abutment supported crown or retainer for fixed partial denture	Major	Limited to permanent teeth only.  If titanium or high noble metal (gold) is used, the benefit will be based on the noble metal benefit.  <b>See Dental Prosthesis replacement limitation and missing tooth provision below.</b>
Implant/abutment supported fixed and removable dentures for completely or partially edentulous arch	Major	Limited to permanent teeth only.  <b>See Dental Prosthesis replacement limitation and missing tooth provision below.</b>
<b>ORAL AND MAXILLOFACIAL SURGERY</b>		
Non-surgical extractions: Erupted tooth or exposed roots	Basic	Allowance includes the treatment plan, local anesthetic and post-treatment care.
Complex surgical extractions: Surgical removal of erupted teeth, Removal of impacted teeth, Surgical removal of residual tooth roots	Basic	Allowance includes the treatment plan, local anesthetic and post-surgical care. Services listed in this category and related services, may be covered by Your medical plan.
Other complex oral surgical services, including but not limited to: Alveoplasty, Incision and drainage of abscess, Incisional biopsy of oral tissue.	Basic	Allowance includes diagnostic and treatment radiographic images, the treatment plan, local anesthetic and post-surgical care. Services listed in this category and related services, may be covered by Your medical plan.
<b>ADJUNCTIVE GENERAL SERVICES</b>		
Anesthesia: General anesthesia/deep sedation, Intravenous moderate (conscious) sedation, Non-intravenous (conscious) sedation, Inhalation of nitrous oxide.	Basic	Covered in conjunction with covered surgical services.
Therapeutic parenteral drugs	Basic	Covered when needed solely for treatment of a dental condition.

SERVICE/PROCEDURE	CATEGORY OF SERVICE	LIMITATIONS
<b>Consultations</b>	Basic	Diagnostic consultation with a Dentist other than the one providing treatment. Limited to one consultation for each covered dental specialty in 12 months. Covered only when no other treatment, other than radiographic images, is performed during the visit.
<b>ORTHODONTICS</b>		
<b>Limited orthodontic treatment, Interceptive orthodontic treatment, Comprehensive orthodontic treatment</b>	Orthodontic	<p>Allowed on dependent children and adults.</p> <p>Coverage includes treatment plan and records, including initial, interim and final records. Fabrication and insertion of Appliances and periodic visits.</p> <p>Orthodontic retention, including fixed and removable initial Appliances and related visits.</p> <p>Surgical placement of temporary anchorage device.</p> <p>Transseptal fiberotomy.</p>
<b>GENERAL LIMITATIONS</b>		
<b>Missing tooth provision</b>	A Dental Prosthesis will not be covered when replacing a tooth or teeth lost or extracted before being covered under this Plan unless they were extracted while covered by the Prior Plan.	
<b>Dental Prosthesis replacement limitation</b>	We will not pay to replace an existing Dental Prosthesis with any Dental Prosthesis unless: (1) it is at least 3 years old and is no longer usable; or (2) it is damaged while in the Covered Person's mouth in an Injury suffered while covered, and cannot be made serviceable. See Dental Prosthesis in the Definitions section of the Certificate.	

## EXCLUSIONS

**We will not pay for:**

Treatment for which no charge is made. This usually means treatment furnished by: (1) the Covered Person's employer, labor union or similar group, in its dental or medical department or clinic; (2) a facility owned or run by any governmental body; and (3) any public program, except Medi-Cal, paid for or sponsored by any governmental body.

Any service or procedure or treatment method which does not meet professionally recognized standards of dental practice or which is considered to be experimental in nature.

Any service or procedure performed in conjunction with, as part of, or related to a service or procedure which is not covered by this Plan.

Any service or procedure performed on a tooth or teeth with a guarded, questionable or poor prognosis.

Any restoration, procedure, Appliance or Dental Prosthesis used solely to: (1) alter vertical dimension; (2) restore or maintain occlusion; (3) treat a condition necessitated by attrition or abrasion; or (4) splint or stabilize teeth for periodontal reasons.

Educational services, including, but not limited to: (1) oral hygiene instructions; (2) tobacco counseling; or (3) nutritional counseling.

Duplication of radiographic images, the completion of claim forms, OSHA or other infection control charges.

Maxillofacial prosthetics that repair or replace facial and skeletal anomalies, maxillofacial surgery, orthognathic surgery or any oral surgery requiring the setting of a fracture or dislocation, that is incidental to or results from a medical condition.

Any service or procedure furnished solely for cosmetic reasons. This includes the characterization and personalization of a Dental Prosthesis, odontoplasty and bleaching of discolored teeth.

Replacement of a lost, missing or stolen Appliance or Dental Prosthesis or the fabrication of a spare Appliance or Dental Prosthesis.

The replacement of extracted or missing third molars/wisdom teeth.

A fixed bridge replacing the extracted portion of a hemisected tooth or the placement of more than one unit of crown and/or bridge per tooth.

Treatment of congenital or developmental malformations, or the replacement of congenitally missing teeth.

Overdentures and related services, including root canal therapy on teeth supporting an overdenture.

Application of desensitizing medicaments and desensitizing resins for cervical and/or root surface.

Bite registration, bite analysis or occlusion analysis - mounted case.

Detailed and extensive oral evaluations.

Cephalometric radiographic images.

Oral/facial photographic images.

Separate charges for local anesthetic.

Pulp vitality tests.

Caries susceptibility tests.

Prescription medication.

Specialized techniques.

Precision attachments.

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## CERTIFICATE AMENDATORY RIDER

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This Rider amends the Certificate as follows and is effective on 07/01/2017.

### **Timely Access to Care**

Covered dental services must be provided in a timely manner appropriate with the nature of Your condition consistent with good professional dental practice.

Guardian's Preferred Provider Organization has adequate capacity and availability of Contracted Dentists to offer appointments for covered dental services in accordance with the following Timely Access to Care requirements:

- Urgent appointments to be offered within 72 hours of the time of request for an appointment when consistent with the nature of Your condition and as required by professionally recognized standards of dental practice.
- Non-urgent appointments (initial/routine) to be offered within 36 business days of the request for an appointment.
- Preventive dental care appointments to be offered within 40 business days of the request for an appointment.

The Timely Access to Care appointment wait time standards may not apply if You are requesting a specific date and time. The applicable waiting time for a particular appointment may also be longer if the referring or treating Dentist, acting within the scope of the Dentist's practice and consistent with professionally recognized standards of dental practice, has determined and noted in the relevant record that a longer waiting time will not have a detrimental impact on Your health.

When it is necessary for Your Dentist or You to reschedule an appointment, the appointment will be promptly rescheduled by Your Dentist in a manner that is:

- Appropriate for Your dental care needs;
- Ensures continuity of care consistent with good professional dental practices; and
- Meets California's standards regarding the accessibility of dental services in a timely manner.

Language and interpreter services are available for You at no cost. Interpreter services, if requested, must be coordinated with scheduled appointments in a manner that ensures interpreter services are provided at the time of the appointment, consistent with California standards, without imposing a delay in scheduling.

Contracted Dentists are required to have an answering service or a telephone answering machine during non-business hours. Their message must provide instructions regarding how You may obtain urgent or emergency care, including how to contact another Dentist who has agreed to be on-call to triage or screen by phone, or, if needed, deliver urgent or emergency care. If the Contracted Dentist does not answer and You have an emergency, You may call 911 or go to the nearest hospital. Emergency/urgent services may be received by any Dentist.

Telephone triage or screening services are to be provided in a timely manner appropriate for Your condition. During normal business hours, the waiting time for You to speak by telephone with a knowledgeable and competent customer service representative regarding Your questions and concerns will not exceed 10 minutes.

If You have any questions or want to request an interpreter, please call Our Customer Response Unit at 1-800-541-7846 or the toll-free number on Your ID card.

This Rider is part of the Certificate. Except as stated in this Rider, nothing contained in this Rider changes or affects any other terms of the Certificate.

**The Guardian Life Insurance Company of America**

A handwritten signature in black ink that reads "Michael Prestileo". The signature is written in a cursive, flowing style.

Michael Prestileo, Senior Vice President

B434.1346

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## AMENDATORY RIDER

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This Rider amends the Certificate and Policy as follows and is effective on the later of the Policy Date or the date requested by the Policyholder.

The definition of **Spouse** is replaced with the following:

**Spouse:** The person to whom You are legally married or Your **Domestic Partner** or civil union partner.

**Domestic Partner:** The same-sex or different-sex person with whom You have registered Your relationship with any state or local governmental domestic partner registry

Or

the same-sex or different-sex person with whom you have not registered your relationship if you satisfy the following requirements:

- You live and share financial assets and obligations with this person.
- This person is at least 18 years of age, is able to provide legal consent, and is not a blood relative.
- Neither you nor this person are in a marriage or domestic partnership with anyone else or legally separated from anyone else.
- You submit acceptable documentation that you meet the above criteria. An affidavit attesting to these facts may be required.

Except as specifically noted above for relationships that are not registered, **Domestic Partners** are not subject to any proof of relationship or waiting period requirements that are not also imposed upon marriages. A **Domestic Partner** registry certificate will be accepted as fully equivalent to a marriage certificate. Similarly, a dissolution of domestic partnership notice will be accepted as fully equivalent to a divorce decree.

This Rider is part of the Certificate and Policy. Except as stated in this Rider, nothing contained in this Rider changes or affects any other terms of the Certificate or Policy.

The Guardian Life Insurance Company of America



Michael Prestileo, Senior Vice President

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