## The Guardian Life Insurance Company of America

A Mutual Company – Incorporated 1860 by the State of New York 7 Hanover Square New York, New York 10004

# INDIVIDUAL DENTAL INSURANCE POLICY

POLICYOWNER: Refer to Your ID card

INDIVIDUAL POLICY NUMBER: Refer to Your ID card

EFFECTIVE DATE: Refer to Your ID card

POLICY ANNIVERSARY: 12 months from your effective date of coverage

The Guardian Life Insurance Company ("Guardian") certifies that You are being issued this Policy as the Policyowner for the Dental Insurance described in this Policy. This Policy includes the Schedule of Benefits for the Policy.

# IMPORTANT NOTICE TO PERSONS ON MEDICARE THIS INSURANCE DUPLICATES SOME MEDICARE BENEFITS THIS IS NOT MEDICARE SUPPLEMENT INSURANCE

This insurance provides limited benefits, if You meet the Policy conditions, for expenses relating to the specific services listed in the Policy. It does not pay Your Medicare deductibles or coinsurance and is not a substitute for Medicare Supplement insurance.

This insurance duplicates Medicare benefits when any of the services covered by the Policy are also covered by Medicare.

Medicare pays extensive benefits for medically necessary services regardless of the reason You need them. These include:

- hospitalization
- physician services
- other approved items and services.

## Before You by this insurance:

- Check the coverage in *all* health insurance policies You already have.
- For more information about Medicare and Medicare Supplement insurance, review the *Guide* to Health Insurance for People with Medicare, available from the insurance company.
- For help in understanding Your health insurance, contact Your state insurance department or state senior insurance counseling program.

# **TERM OF POLICY - RENEWAL PRIVILEGE**

This Policy is issued for a term of one year from the Policy Effective Date. All Policy years and Policy months will be calculated from the Policy Effective Date. All periods of insurance will begin and end at 12:01 AM Standard Time at Your place of residence, subject to the Grace in Payment of Premiums.

You may renew this Policy for a further term by timely payment of renewal, unless We send You prior notice of Our intention not to renew. If We do refuse, We must do so on all Policies of this form issued under the same class in Your state. At least 60 days prior to the Policy renewal date, We will send written notice of non-renewal to Your last known address shown on record. Non-renewal will not affect any otherwise valid claim that starts while this Policy is in force.

We reserve the right to change rates on this Policy issued to persons of the same class in Your state. If We do raise Your premium due to a change in rates, then at least 60 days prior to Your renewal date, We will send written notice to You at Your last known address shown on record.

## **TEN-DAY RIGHT TO EXAMINE POLICY**

You have the right to return this Policy to Guardian within 10 days of receipt, and to have the premium refunded if, after examination, You are not satisfied with this Policy for any reason.

This Policy is governed by the laws of the State/Commonwealth of Texas.

IN WITNESS OF WHICH, GUARDIAN has caused this Policy to be executed as of the Effective Date approved by Us, which is its date of issue.

The Guardian Life Insurance Company of America

Raymond Marra

Senior Vice President, Group Products and Marketing

Raymond J Mana

PLEASE READ THIS POLICY CAREFULLY.

## IMPORTANT NOTICE

To obtain information or make a complaint:

You may call The Guardian's toll-free telephone number for information or to make a complaint at:

1-866-569-9900

You may also write to The Guardian at:

The Guardian Life Insurance Company of America East 777 Magnesium Road Spokane, Washington 99208-5884

You may contact the Texas Department of Insurance to obtain information on companies, coverages, rights, or complaints at:

1-800-252-3439

You may write the Texas Department of Insurance:

P.O. Box 149104 Austin, TX 78714-9104 FAX # (512) 490-1007 Web: www.tdi.texas.gov

E-mail: ConsumerProtection@tdi.texas.gov

PREMIUM OR CLAIM DISPUTES: Should you have a dispute concerning your premium or about a claim, you should contact The Guardian Life Insurance Company first. If the dispute is not resolved, you may contact the Texas Department of Insurance.

## ATTACH THIS NOTICE TO YOUR POLICY:

This notice is for information only and does not become a part or condition of the attached document.

## **AVISO IMPORTANTE**

Para obtener informacion o para someter una queja:

Usted puede llamar al numero de telefono gratis de The Guardian's para informacion o para someter una queja al:

1-866-569-9900

Usted tambien puede escribir a The Guardian:

The Guardian Life Insurance Company of America East 777 Magnesium Road Spokane, Washington 99208-5884

Usted puede comunicarse con el Departamento de Seguros de Texas para obtener informacion sobre companias, coberturas, derechos, o quejas al:

1-800-252-3439

Usted puede escribir al Departamento de Seguros de Texas a:

P.O. Box 149104 Austin, TX 78714-9104 FAX # (512) 490-1007 Sitio web: www.tdi.texas.gov

E-mail: ConsumerProtection@tdi.texas.gov

DISPUTAS POR PRIMAS DE SEGUROS O RECLAMACIONES: Si tiene una disputa relacionada con su prima de segura o con una reclamacion, usted debe comunicarse con el The Guardian Life Insurance Company primero. Si la disputa no es resuelta, puedo comunicarse con el Departamento de Seguros de Texas.

**ADJUNTE ESTE AVISO A SU POLIZA:** Este aviso es solamente para propositos informativos y no se convierte en parte o condicion del documento adjunto.

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## **GENERAL PROVISIONS**

# **Limitation of Authority**

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 Policy is to be issued;
- Waive or alter any Policy provisions, or any of Our requirements;
- Bind Us by any statement or promise relating to the Policy 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 Policy or waive any of its provisions.

# Incontestability

This Policy will be 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.

#### **Premiums**

The first premium is due on the 25th of the month prior to the Policy Effective Date. Subsequent premiums are due on the first day of each premium period. Premium period means monthly.

Your premium may be adjusted from time to time based on different factors including, but not limited to, Your geographic area, age, and plan design. All premium adjustments will be made to individuals on the basis of shared characteristics. The premium may also change if You add or delete dependents, move to another zip code or otherwise change the coverage.

We may change such rates: (1) on the first day of any Policy month; (2) on any date the extent or terms of coverage for You are changed by amendment of this Policy; (3) on any date Our obligation under this Policy with respect to You is changed because of statutory or other regulatory requirements; or (4) on any date that a change in federal or state laws, insurance programs or retirement benefits would impact Our liability.

# **Grace in Payment of Premiums**

A grace period of 31 days, without interest charge, will be allowed for each premium payment except the first. If any premium is not paid before the end of the grace period, this Policy ends at the end of the grace period. If You give Us advance written notice of an earlier termination date during the grace period, this Policy will end as of such earlier date.

If this Policy ends during or at the end of the grace period, You will still owe Us premium for all the time this Policy was in force during the grace period.

This Policy ends on any date when the coverage under this Policy ends and as a result, no benefits remain in effect under this Policy.

## Reinstatement

If any renewal premium is not paid within the time granted for payment, a subsequent acceptance of premium by Us or by any agent duly authorized by Us to accept such premium, without requiring in connection with the payment an application for reinstatement, will reinstate the policy. If We or such agent requires an application for reinstatement and issues a conditional receipt for the premium tendered, the policy will be reinstated upon approval of such application by Us or, lacking such approval, upon the 45<sup>th</sup> day following the date of such conditional receipt unless We have previously notified You in writing of Our disapproval of such application.

The reinstated policy will cover only loss resulting from such accidental injury as may be sustained after the date of reinstatement and loss due to such sickness as may begin more than 10 days after such date. In all other respects both You and Us will have the same rights as You had under the Policy immediately before the due date of the defaulted premium, subject to any provisions endorsed hereon or attached hereto in connection with the reinstatement. Any premium accepted in connection with a reinstatement shall be applied to a period for which premium has not been previously paid, but not to any period more than 60 days prior to the date of reinstatement.

#### The Contract

The entire contract between You and Us consists of: (1) this Policy; (2) the Schedule of Benefits; and (3) Your application, a copy of which is attached. In the event of a conflict, the Policy shall reign.

We can amend this Policy at any time: (1) upon written request made by You and agreed to by Us; (2) on any date Our obligation under this Policy with respect to You is changed because of statutory or other regulatory requirements; or (3) on any date on which Our contractual relationship with any vendor supplying services or supplies with respect to this Policy changes.

If We amend the Policy, except upon request made by You, We will give You written notice of such change. Any amendments to this Policy will be without prejudice to any claim arising prior to the date of the change.

# **Clerical Error – Misstatements of Age**

Neither clerical errors by You or Us in keeping any records on the insurance under this Policy, nor delays in making entries, will invalidate insurance otherwise validly in force or continue insurance otherwise validly terminated. On discovery of such error or delay, an equitable adjustment of premiums will be made.

Premium adjustments involving return of unearned premium to You will be limited to the period of 60 days before the date of Our receipt of satisfactory evidence that such adjustments should be made.

Your age, or any other relevant facts, may be found to have been misstated. If premiums are affected due to this, an equitable adjustment of premiums will be made. If such misstatement involves whether or not an insurance risk would have been accepted by Us, or the amount of insurance, the true facts will be used to determine whether insurance is in force under the terms of this Policy and in what amount.

#### **Statements**

No statement will void the insurance under this Policy, or be used in defense of a claim unless it is contained in the Application signed by You. All statements will be deemed representations and not warranties.

# **Assignment**

Your rights to benefits under this Policy are not assignable. But, You may direct Us, in writing, to pay dental benefits to the recognized Dentist who provided the covered service for which benefits became payable. We may honor such request at Our option. You may not assign Your or Your dependent's right to take

legal action under this Policy to such Dentist. And, We assume no responsibility as to the validity or effect of any such direction.

Assignment or transfer of Your interest under this Policy will not bind Us without Our written consent.

## **Notices**

From time to time We may provide You with notices that are needed due to state or federal requirements.

## **Claims of Creditors**

Except when prohibited by the laws of the jurisdiction in which this Policy was issued, the insurance and other benefits under this Policy will be exempt from execution, garnishment, attachment, or other legal or equitable process, for the debts or liabilities of You and Your dependents or their beneficiaries.

#### **Examination**

We have the right to have a doctor of Our choice examine the person for whom a claim is being made under this Policy as often as We feel reasonably necessary. We will pay for all such examinations.

# **Conformity with Law**

If the provisions of this Policy do not conform to the requirements of any state or federal law or regulation that applies, any such provision is changed to conform to the requirements of that law or regulation.

## **ELIGIBILITY FOR INDIVIDUAL DENTAL INSURANCE COVERAGE**

# Who May Enroll

You and any of Your eligible dependents may enroll in this plan.

You must enroll for a minimum of 12 months.

# **Eligible Dependents**

Your eligible dependents are Your:

- Spouse; and
- Unmarried dependent child, including:
  - A newborn child, natural child, stepchild, a grandchild who is dependent on You for federal income tax purposes or a child placed with You for adoption or foster care who is under age 25; and
  - o A full-time student who is at least age 25 and who is under age 30; and
  - A child who is incapable of self-support because of a physical or mental incapacity. 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
    - You send Us written proof, and We approve such proof, of the child's disability and dependence within 31 days from the date he or she reaches the age limit. After the two year period following the child's attainment of the age limit, We can ask for periodic proof

that the child's condition continues, but We cannot ask for this proof more than once a year.

# When Coverage Starts

Coverage will begin on the first day of the month following the date Your premium payment is received by Guardian as long as the premium is received on, or before, the 25<sup>th</sup> day of the preceding month.

When You become eligible, You may enroll for dental insurance by completing the required enrollment application and sending the completed form to Us on a timely basis.

In order for Your dependent coverage to start, You must also be covered under this Policy.

If You initially waive dependent dental coverage under this Policy because Your dependent(s) were covered under another dental plan, You can enroll Your dependent(s) under this Policy if his or her dental coverage will end due to one of the following Qualifying Events:

- Termination of Your Spouse's employment.
- Loss of eligibility under Your Spouse's dental plan.
- Divorce.
- · Death of Your Spouse.
- Termination of the other dental plan.
- Any other event as required by state or federal law.

However, You must enroll Your dependent(s) under this Policy within 30 days of the Qualifying Event.

# When Coverage Ends

Your coverage ends on:

- The date You request termination of this Policy by prior notice to Us. This request must be submitted to Us in writing 31 days prior to the termination date; or
- The last day of the period for which required payments are made for You shown in the Grace in Payment of Premiums; or
- The renewal date on which Our refusal to renew is effective; or
- The date You no longer reside in the United States of America.

If You or Your dependent(s) disenroll in coverage for any reason, a 12-month waiting period will need to be met before You or Your dependent(s) would be eligible to re-enroll in the Policy. The 12-month waiting period starts from the date of cancellation.

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

- When Your coverage ends.
- The last day of the period for which required payment is made for Your dependent(s).
- For Your child, on the last day of the month in which he or she attains the age limit, except as described in the "Eligible Dependents" section. Your child may be eligible to enroll in an individual dental plan of their own.
- For Your Spouse, on the last day of the month in which Your marriage ends in legal divorce or annulment. Your Spouse may be eligible to enroll in an individual dental plan of their own.

# **Termination of Policy**

If the required premium is not paid, Your coverage may be canceled not less than 31 days after the premium was due.

You and Your dependents will not be able to re-enroll for dental coverage with Guardian for 12 months after the date of cancellation unless You do not have a lapse in coverage.

# **Service Waiting Period**

You and Your dependents are eligible for dental benefits under this Policy after You and Your dependents complete the service waiting period. Service waiting periods are shown in the Schedule of Benefits.

# **DENTAL CLAIM PROVISIONS**

Your right to make a claim for any dental benefits provided by this Policy is governed as follows.

# Filing a Claim

Most Dentists file claims electronically or have claim forms on hand. If they don't, You may obtain one by visiting Our website at mydental.guardianlife.com or You may call Our customer service department at (866)-569-9900 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 mydental.guardianlife.com.
- Payment will be sent directly to You only.

You must submit all claims for dental benefits within 12 months of the date of service unless You are unable to provide proof of loss because You are not legally competent or lack legal capacity.

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.

# Payment of Benefits

We will pay dental benefits as soon as We receive written proof of claim, subject to all the terms and conditions of this Policy.

Unless otherwise required by law or regulation, We pay all dental benefits to You. If You are not living, We have the right to pay all dental benefits to one of the following: (1) Your estate; (2) Your Spouse; (3) Your parents; (4) Your children; or (5) Your brothers and sisters.

## **Legal Actions**

No legal action against this Policy shall be brought until 60 days from the date the proof of claim has been given as shown above. No legal action shall be brought against this Policy after three years from the date in which written proof of loss is required under the policy to be filed.

# **Workers' Compensation**

The dental benefits provided by this Policy are not in place of and do not affect requirements for coverage by Workers' Compensation.

# **DENTAL BENEFIT PROVISIONS**

We pay benefits for covered charges incurred by You and Your dependents as explained in the Schedule of Benefits. What We pay and terms for payment are explained below.

You may visit any Dentist. After Guardian pays its portion of the covered charges, You are responsible for the rest. This includes Your Deductible, Coinsurance and amounts above the Benefit Year Maximum and

Lifetime Maximum (if applicable), 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.

# **How to Contact Guardian**

Our customer service associates can assist You with benefit coverage questions, resolving problems and selecting or changing a Dentist. A customer service associate can be reached toll free Monday through Friday at (866) 569-9900 from 8:00 am to 8:00 pm, Eastern Standard Time. You may also access Our website at mydental.guardianlife.com.

# **Dental Contracted Provider Organization (CPO)**

This Policy's benefits are paid the same for covered charges furnished by Contracted Dentists and Non-Contracted Dentists, however, You will usually be left with less out-of-pocket expense when a Contracted Dentist is used.

## **Contracted Dentists**

Dentists who are contracted in Guardian's Contracted 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.

You will be responsible for any Deductible and/or Coinsurance amounts above the Benefit Year Maximum and Lifetime Maximum (if applicable) 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 the "Pre-Treatment Review" section). If You would like more information, You may call Our customer service department at (866) 569-9900.

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

Please refer to Guardian's on-line provider directory at mydental.guardianlife.com.

If your Policy provides coverage for 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.

#### **Non-Contracted Dentists**

You may visit any Dentist. After Guardian pays its portion of covered charges, You are responsible for the rest. This includes Your Deductible, Coinsurance and amounts above the Benefit Year Maximum and Lifetime Maximum (if applicable), 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.

# **Covered Charges**

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 of 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.

## **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 You and Your Dentist what services are covered and what the estimated payment would be. The actual payment for the predetermined services depends on eligibility, Policy limitations 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.

## **Recovery of Overpayments**

Guardian has the right to recover any amount it determines to be an overpayment for services received. An overpayment occurs if Guardian determines that the total amount paid by Us on a claim for dental insurance benefits is more than the total of the benefits due under this Policy.

# **How We Recover Overpayments**

We may recover the overpayment from You by stopping or reducing any future benefits payable for dental insurance under this Policy or any other Policy issued to You by Guardian; demanding an immediate refund of the overpayment from You; and taking legal action.

If the overpayment results from Our having made a payment to You, We may recover such overpayment.

# **DEFINITIONS**

This section defines certain terms appearing in Your Policy and Schedule of Benefits.

**Alternate Treatment**: This term means if more than one type of service can be used to treat a dental condition.

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

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

**Benefit Year**: This term means a 12 month period which starts on the policy effective date and ends on the last day of 12<sup>th</sup> month of each year.

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

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

**Covered Services**: This term means services for which any reimbursement is available under the Schedule of Benefits, regardless of whether the reimbursement is contractually limited by a Deductible, Coinsurance, service waiting period, Benefit Year Maximum, Lifetime Maximum (if applicable), frequency, alternate benefit payment, or other limitations.

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

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

**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 (5a) crowns; (b) inlays; (c) onlays; (d) veneers; (e) implants; and (f) posts and cores.

**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.

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

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

**Graded Benefit Year Maximum**: This term means the total dollar amount that Guardian will pay for Covered Services for You in a Benefit Year. The maximum amount will be increased each year if the required dental service is performed within the Benefit Year.

**Injury**: This term means: (1) all damage to Your mouth due to an accident which occurs while You are 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.

**Lifetime Maximum**: This term means the maximum amount that Guardian will pay for Covered Services during the time You are covered by this Policy.

**Non-Contracted Dentist**: This term means a licensed Dentist or dental care facility that is not under contract with Guardian to provide dental services.

**Policy**: This term means the Dental Insurance Coverage described in this Policy, including the Schedule of Benefits and any riders and application forms that may be attached to this Policy.

**Posterior Teeth**: This term means the bicuspid (pre-molars) and molar teeth. These are the teeth located behind the cuspids.

**Qualifying Event**: This term means a specific occurrence that changes Your 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 plan; or any other event as required by state or federal law.

**Spouse**: This term means the person to whom You are legally married, or Your 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 was recorded.

We, Us, Our and Guardian: These terms mean The Guardian Life Insurance Company of America.

**You, Your or Yourself**: These terms mean the covered individual. This term means You, if You are covered by this Policy and any of Your covered dependents.