

# Transcarent Surgery Care Program

If you enroll in a GPC Medical Plan option, you and your covered dependents will have access to the Transcarent Surgery Care Program. Through this Program, you will be connected to high-quality, non-emergency surgical care and personalized care coordination. Transcarent Surgery Care will also help you manage your healthcare cost by minimizing your out-of-pocket expenses. So, all you have to do is focus on healing.

## HOW IT WORKS

### 1. Contact Transcarent

- If your doctor recommends a non-emergency surgery, call Transcarent Surgery Care before you schedule the procedure. A Transcarent representative will provide information on covered surgical procedures, help you understand your surgery benefits and answer all your questions.

### 2. Work with a Dedicated Care Coordinator from Start to Finish

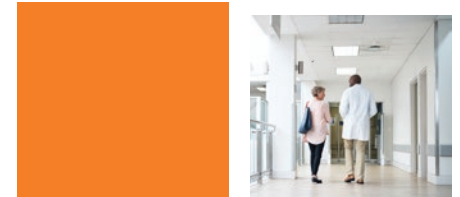
- When you sign up for Transcarent Surgery Care, you will have a dedicated Care Coordinator who will provide personalized service and guide you every step of the way.
- Your Care Coordinator will help you find the right facility and provider—from top-rated facilities and providers who are best qualified to perform your particular surgery—to deliver the best results specific to your needs.
- Your Care Coordinator will also manage all the administrative work from gathering your health records and needed paperwork to scheduling your appointments and arranging all the details for your surgery. If travel is required, they will also coordinate transportation and lodging for you and a companion.

### 3. Receive High-Quality Care

- By using Transcarent to connect to top-rated surgery centers, hospitals and doctors, you will receive high-quality care which lowers your risk for complications, infection and readmission. This means you will receive an improved quality of care leading to a faster recovery for you.

### 4. Prioritizing Your Recovery

- After your surgery, your Care Coordinator will help you focus on your recovery. They will follow up the day after your surgery and 30 days later to make sure you are getting the support you need.



### Why Transcarent?

With Transcarent, patients experience 80% fewer complications than the national average as a result of matching them with the right surgeon specific to their procedure in a top-rated facility.

## PROGRAM BENEFITS

- **Traditional Plan:** Surgery costs are covered at 100%. There is no deductible or coinsurance when you choose to connect to a provider through Transcarent for your surgical care.
- **Savings and Value Plans:** Your surgery cost is covered at 100% after you meet your annual deductible. There is no coinsurance when you choose to connect to a provider through Transcarent for your surgical care.

Covered costs include a preoperative surgical care appointment, surgery (all facility, anesthesia, surgical staff and surgeon charges), in-patient services, if a hospital stay is required, and a postoperative surgical appointment.

Medical expenses that occur before the preoperative surgical appointment and after your postoperative appointment are covered by the GPC Medical Plan and are subject to Plan guidelines, deductible and coinsurance.

## Travel Expenses

If a local facility and provider is not an option and travel over 100 miles (one way) from your primary residence is required, Transcarent pays travel expenses for you and a companion, including:

- Airfare
- Lodging
- Meals and incidentals allowance:
  - ▶ \$50 per day for you when not admitted (days 1-14)
  - ▶ \$50 per day for your companion (days 1-14)
  - ▶ \$125 per week per person after 14 days (days 15+)

*To receive the Transcarent travel benefit, airfare and lodging **must be** arranged by your Transcarent Care Coordinator. Any travel companion must be at least 18 years of age.*

## COMMON COVERED SURGICAL PROCEDURES

Covered surgeries through the Transcarent Surgery Care Program include but are not limited to:

### Bariatric

- Gastric sleeve and gastric bypass

### Cardiac

- Coronary artery bypass, aortic valve repair and replacements

### General

- Gallbladder removal, spleen removal and hernia repair

### Orthopedic

- ACL repair, hip and knee replacement, shoulder repair and replacement

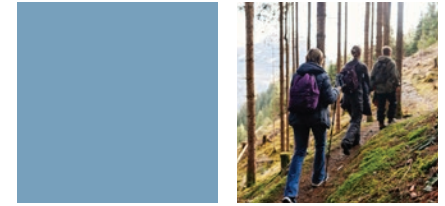
### Spine

- Spinal fusion, artificial disc replacement

### Women's Health

- Hysterectomy, cyst removal

Procedures **not available** through Transcarent include emergency, pediatric (under age 13), cancer, cosmetic, dental, diagnostic, vision and transplant procedures.



## Coverage for Bariatric Surgery

Beginning January 1, 2025, employees and dependents enrolled in the GPC Medical Plan who pursue certain bariatric surgical procedures will first **be required** to contact Transcarent directly to verify benefits, obtain prior authorization and utilize Transcarent to connect to a facility and provider for their surgical needs. **Otherwise, the bariatric procedure may not be covered under the GPC Medical Plan.**