

Gender Reassignment Surgery

A guide for Harvard Pilgrim members

Your employer has opted to purchase supplementary coverage for you and your covered dependents for surgical services related to gender reassignment.

Qualifying for coverage

To receive coverage for gender reassignment surgery, you must meet Harvard Pilgrim's clinical guidelines and receive prior authorization for care.

To get prior authorization, you'll need to contact our Member Services department at **1-888-888-4742** and submit the following paperwork:

- A letter from the physician(s) overseeing your hormone therapy and/or other transitional care attesting to your diagnosis and fitness for surgery
- A letter from your mental health provider attesting to your diagnosis and fitness for surgery

The Nurse Care Manager area from the Care and Disease Management Department will then serve as your primary point of contact throughout the surgical process.

If you get care prior to receiving authorization, you will be responsible for the full cost of care and receive no coverage from Harvard Pilgrim.

What is covered?

Coverage for gender reassignment surgery is limited to the specific surgical procedures listed below.

| Covered Services | |
|--|----------------------------|
| Male-to-female procedures: | Female-to-male procedures: |
| • Vaginoplasty | • Bilateral mastectomy |
| • Colovaginoplasty | • Hysterectomy |
| • Orchiectomy | • Salpingo-oophrectomy |
| • Penectomy | • Colpectomy |
| • Clitoroplasty | • Metoidioplasty |
| • Labiaplasty | • Urethroplasty |
| • Initial augmentation mammoplasty | • Phalloplasty |
| • Facial feminization surgery limited to forehead contouring, mandible contouring, chondrolaryngoplasty (trachea shave), and rhinoplasty | • Rhinoplasty |

There may be other services that are part of your course of treatment that will be covered under other parts of your medical plan including:

- Physician and Behavioral Health visits – Refer to your *Benefit Handbook* for more information. You can access a copy of the *Handbook* online by logging in to your *HPHConnect* account online at www.harvardpilgrim.org/members and clicking on “HPHConnect”.
- Outpatient prescription drugs – Refer to your Prescription Drug Brochure for more information.

How to work with doctors

Due to the highly specialized nature of these services and procedures, some providers who perform these surgeries are not currently in Harvard Pilgrim's network.

To obtain coverage and minimize your costs, you and your physician(s) will need to work with Harvard Pilgrim to identify one or more providers who are appropriate to provide services under this benefit.

If you need assistance or to discuss your options, please contact our Member Services department at **1-888-888-4742**.

What support is available?

Our Care Management and Member Services Departments are your primary points of contact. They will help you navigate your benefits and network, and troubleshoot any issues you may have. You can reach them by calling **1-888-888-4742**.

What services are not covered?

Harvard Pilgrim does not cover the following cosmetic procedures:

- Face-lifting
- Lip reduction/enhancement
- Blepharoplasty
- Laryngoplasty or other voice modification surgery
- Facial implants or injections
- Silicone injections of the breast
- Liposuction
- Electrolysis, hair removal or hair transplantation
- Collagen injections
- Removal of redundant skin
- Reversal of gender reassignment surgery, even if the original procedure was covered by Harvard Pilgrim
- Travel, lodging and other non-medical expenses

Questions?

If you have questions about coverage of this benefit or would like to receive a copy of our guidelines, please call our Member Services department at **1-888-888-4742**.