Comprehensive Medical Plan

Schedule of Benefits

If this is an ERISA plan, you have certain rights under this plan. Please contact your employer for additional information.

Prepared exclusively for:

Employer:	salesforce.com, Inc.
Contract number:	MSA-883528
	Schedule of Benefits 2A
Plan effective date:	January 1, 2020
Plan issue date:	May 6, 2020

These benefits are not insured with Aetna but will be paid from the Employer's funds. Aetna will provide certain administrative services under the Aetna medical benefits plan.

Schedule of benefits

This schedule of benefits lists the **deductibles** and **payment percentage**, if any, that apply to the services you receive under this plan. You should review this schedule to become familiar with your **deductibles** and **payment percentage** and any limits that apply to the services.

How to read your schedule of benefits

- The **deductibles** and **payment percentage** listed in the schedule of benefits below reflect the **deductibles** and **payment percentage** amounts under your plan.
- Any **payment percentage** listed in the schedule of benefits reflects the plan **payment percentage**. This is the amount the Plan pays. You are responsible to pay any **deductibles** and the remaining **payment percentage**.
- You are responsible for full payment of any health care services you receive that are not a **covered benefit**.
- This plan has maximums for specific **covered benefits**. For example, these could be visit, day or dollar maximums.
- At the end of this schedule you will find detailed explanations about your:
  - **Deductible**
  - **Maximum out-of-pocket limits**

Important note:
All **covered benefits** are subject to the Calendar Year **deductible** and **payment percentage** unless otherwise noted in the schedule of benefits below.

We are here to answer any questions. Contact Member Services by logging onto your Aetna secure member website at www.aetna.com or at the toll-free number on your ID card.

This schedule of benefits replaces any schedule of benefits previously in effect under your plan of benefits. Keep this schedule of benefits with your booklet.

Plan features	Deductible/Maximums
Deductible	
You have to meet your Calendar Year **deductible** before this plan pays for benefits.	
Individual	$500 per Calendar Year
Family	$1,500 per Calendar Year
Deductible waiver	
The Calendar Year **deductible** is waived for all of the following **eligible health services:** • Preventive care and wellness • Family planning services - female contraceptives	
Maximum out-of-pocket limit	
Maximum out-of-pocket limit per Calendar Year.	
Individual	$2,500 per Calendar Year
Family	$4,500 per Calendar Year
Precertification covered benefit reduction	
The booklet contains a complete description of the **precertification** program. You will find details on **precertification** requirements in the *Medical necessity and precertification requirements* section. Failure to **precertify** your **eligible health services** when required will result in the following benefits reduction: • A $400 benefit reduction will be applied separately to each type of **eligible health services** or • The **eligible health services** will not be covered. The additional percentage or dollar amount of the **recognized charge** which you may pay as a penalty for failure to obtain **precertification** is not a **covered benefit**, and will not be applied to the **deductible** amount or the **maximum out-of-pocket limit**, if any.	

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Eligible health services	
Preventive care and wellness	
Routine physical exams	
Performed at a **physician's** office	100% (of the **recognized charge**) per visit No **deductible** applies.
Covered persons through age 21:	Subject to any age and visit limits provided for in the comprehensive guidelines supported by the American Academy of Pediatrics/Bright Futures/Health Resources and Services Administration guidelines for children and adolescents. For details, contact your **physician** or Member Services by logging onto your Aetna secure member website at www.aetna.com or calling the number on your ID card.
Covered persons age 22 and over but less than 65: Maximum visits per 12 months	1 visit
Covered persons age 65 and over: Maximum visits per 12 months	1 visit
Preventive care immunizations	
Performed in a facility or at a **physician's** office	100% (of the **recognized charge**) per visit No **deductible** applies
	Subject to any age and visit limits provided for in the comprehensive guidelines supported by Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention. For details, contact your **physician** or Member Services by logging onto your Aetna's secure member website at www.aetna.com or calling the number on your ID card.
Well woman preventive visits routine gynecological exams (including pap smears)	
Performed at a **physician's**, obstetrician (OB), gynecologist (GYN) or OB/GYN office	100% (of the **recognized charge**) per visit No **deductible** applies
Maximums	Subject to any age limits provided for in the comprehensive guidelines supported by the Health Resources and Services Administration.
Maximum visits per Calendar Year	1 visit

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Preventive screening and counseling services	
Office visits • Obesity and/or healthy diet counseling • Misuse of alcohol and/or drugs • Use of tobacco products • Sexually transmitted infection counseling • Genetic risk counseling for breast and ovarian cancer	100% (of the **recognized charge**) per visit No **deductible** applies
Obesity and/or healthy diet counseling maximums:	
Maximum visits per 12 months (This maximum applies only to covered persons age 22 and older.)	26 visits (however, of these, only 10 visits will be allowed under the plan for healthy diet counseling provided in connection with Hyperlipidemia (high cholesterol) and other known risk factors for cardiovascular and diet-related chronic disease)*
*Note: In figuring the maximum visits, each session of up to 60 minutes is equal to one visit.	
Misuse of alcohol and/or drugs maximums:	
Maximum visits per 12 months	5 visits*
*Note: In figuring the maximum visits, each session of up to 60 minutes is equal to one visit.	
Use of tobacco products maximums:	
Maximum visits per 12 months	8 visits*
*Note: In figuring the maximum visits, each session of up to 60 minutes is equal to one visit.	
Sexually transmitted infection counseling maximums:	
Maximum visits per 12 months	2 visits*
*Note: In figuring the maximum visits, each session of up to 30 minutes is equal to one visit.	
Genetic risk counseling for breast and ovarian cancer maximums:	
Genetic risk counseling for breast and ovarian cancer	Not subject to any age or frequency limitations

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Routine cancer screenings (applies whether performed at a physician's, specialist office or facility)	
Routine cancer screenings	100% (of the **recognized charge**) per visit No **deductible** applies
Maximums	Subject to any age, family history, and frequency guidelines as set forth in the most current: • Evidence-based items that have in effect a rating of A or B in the current recommendations of the United States Preventive Services Task Force; and • The comprehensive guidelines supported by the Health Resources and Services Administration. For details, contact your **physician** or Member Services by logging onto your Aetna's secure member website at www.aetna.com or calling the number on your ID card.
Lung cancer screening maximums	1 screening every 12 months*
***Important note**: Any lung cancer screenings that exceed the lung cancer screening maximum above are covered under the *Outpatient diagnostic testing* section.	
Prenatal care **Prenatal care services (provided by an obstetrician (OB), gynecologist (GYN), and/or OB/GYN)**	
Preventive care services only	100% (of the **recognized charge**) per visit No **deductible** applies
Important note: You should review the *Maternity and related newborn care* sections. They will give you more information on coverage levels for maternity care under this plan.	
Comprehensive lactation support and counseling services	
Lactation counseling services – facility or office visits	100% (of the **recognized charge**) per visit No **deductible** applies
Lactation counseling services maximum per 12 months either in a group or individual setting	6 visits*
***Important note:** Any visits that exceed the lactation counseling services maximum are covered under **Physician** services office visits.	

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Breast feeding durable medical equipment	
Breast pump supplies and accessories	100% (of the **recognized charge**) per item No **deductible** applies
Important note: See the *Breast feeding durable medical equipment* section of the booklet for limitations on breast pump and supplies.	
Family planning services – female contraceptives	
Counseling services	
Female contraceptive counseling services office visit	100% (of the **recognized charge**) per visit No **deductible** applies
Contraceptive counseling services maximum visits per 12 months either in a group or individual setting	2 visits*
***Important note:** Any visits that exceed the contraceptive counseling services maximum are covered under **Physician** services office visits.	
Devices	
Female contraceptive device provided, administered, or removed, by a **physician** during an office visit	100% (of the **recognized charge**) per item No **deductible** applies
Female voluntary sterilization	
Inpatient	100% (of the **recognized charge**) per admission No **deductible** applies
Outpatient	100% (of the **recognized charge**) per visit No **deductible** applies
Eligible health services	
Physicians and other health professionals	
Eligible health services	**Cost share/Deductible/Maximums**
Physicians and other health professionals	
Physicians and **specialists** office visits (non-surgical)	

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Physician services	
Office hours visits (non-surgical) non preventive care	90% (of the **recognized charge**) per visit
***Telemedicine Consultations**	
**The plan may utilize one or more telemedicine vendors. To obtain information regarding potential cost share when utilizing a telemedicine vendor, contact member services at the number on your ID card.*	
Immunizations that are not considered preventive care	
Immunizations that are not considered preventive care	Covered according to the type of benefit and the place where the service is received.
Physician surgical services	
Physicians and **specialists** office visits	
Performed at a **physician's** office	90% (of the **recognized charge**) per visit
Performed at a **specialist's** office	90% (of the **recognized charge**) per visit
Specialist	
Specialist office visits	
Office hours visits (non-surgical)	90% (of the **recognized charge**) per visit

Eligible health services	
Hospital and other facility care	
Hospital care	
Inpatient **hospital**	90% (of the **recognized charge**) per admission
Alternatives to hospital stays	
Outpatient surgery and physician surgical services	
	90% (of the **recognized charge**) per visit
Home health care	
Outpatient	90% (of the **recognized charge**) per visit
Maximum visits per Calendar Year	120 Limited to: 3 intermittent visits per day provided by a participating **home health care agency**; 1 visit equals a period of 4 hours or less. Intermittent visits are

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	considered periodic and recurring visits that skilled nurses make to ensure your proper care The intermittent requirement may be waived to allow coverage for up to 12 hours with a daily maximum of 3 visits. Services must be provided within 10 days of discharge
Hospice care	
Inpatient facility	90% (of the **recognized charge**) per admission
Maximum days per lifetime	Unlimited
Hospice care	
Outpatient	90% (of the **recognized charge**) per visit
	Part-time or intermittent nursing care by an **R.N.** or **L.P.N.** for up to 8 hours a day Part-time or intermittent home health aide services to care for you up to 8 hours a day
Outpatient private duty nursing	
Outpatient private duty nursing	90 (of the **recognized charge**) per visit
Maximum visits/shifts per Calendar Year	180 shifts Up to eight hours equal one shift.
Skilled nursing facility	
Inpatient facility	90% (of the **recognized charge**) per admission
Maximum Days per Calendar Year	60
Eligible health services	
Emergency services and urgent care	
Emergency services	
Hospital emergency room	90% (of the **recognized charge**) per visit
Non-emergency care in a **hospital** emergency room	50% (of the **recognized charge**) per visit

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Urgent Care	
Urgent medical care (at a non-**hospital** free standing facility)	90% (of the **recognized charge**) per visit

Eligible health services*	
Specific conditions	
Autism spectrum disorder	
Autism spectrum disorder treatment	Covered according to the type of benefit and the place where the service is received
Applied behavior analysis	Covered according to the type of benefit and the place where the service is received
All other coverage for diagnosis and treatment, including behavioral therapy, will continue to be provided the same as any other **illness** under this plan	
Birthing Center	
Inpatient	90% (of the **recognized charge**) per admission
Diabetic equipment, supplies and education	
Diabetic equipment, supplies and education	100% (of the **recognized charge**) per item/visit
Family planning services - other	
Voluntary sterilization for males	
Outpatient	90% (of the **recognized charge**) per visit
Abortion	
Outpatient	90% (of the **recognized charge**) per visit
Jaw joint disorder treatment	
Jaw joint disorder treatment	90% (of the **recognized charge**) per visit
Maternity and related newborn care	
Inpatient	90% (of the **recognized charge**) per admission
Delivery services and postpartum care services	
Performed in a facility or at a **physician's** office	90% (of the **recognized charge**) per visit

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Other prenatal care services	Covered according to the type of benefit and the place where the service is received.
Mental health treatment - inpatient	
Inpatient mental health treatment Inpatient **residential treatment facility** Coverage is provided under the same terms, conditions as any other **illness**.	90% (of the **recognized charge**) per admission
Mental health treatment - outpatient	
Outpatient office visit to a physician or behavioral health provider Includes telemedicine consultation	90% (of the **recognized charge**) per visit
Outpatient mental health telemedicine cognitive therapy consultations by a physician or behavioral health provider	90% (of the **recognized charge**) per visit
Other outpatient services including: • Behavioral health services in the home • **Partial hospitalization treatment** • **Intensive outpatient program** The cost share doesn't apply to in-network peer counseling support services	90% (of the **recognized charge**) per visit

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Substance related disorders treatment - inpatient	
Inpatient **substance abuse detoxification** during a **hospital** confinement Inpatient **substance abuse** rehabilitation during a **hospital** confinement Inpatient **residential treatment facility** during a **hospital** confinement Coverage is provided under the same terms, conditions as any other **illness**.	90% (of the **recognized charge**) per admission
Substance related disorders treatment - outpatient: detoxification and rehabilitation	
Outpatient office visit to a physician or behavioral health provider Includes telemedicine consultation	90% (of the **recognized charge**) per visit
Outpatient mental health telemedicine cognitive therapy consultations by a physician or behavioral health provider	90% (of the **recognized charge**) per visit
Other outpatient services including: • Behavioral health services in the home • **Partial hospitalization treatment** • **Intensive outpatient program** The cost share doesn't apply to in-network peer counseling support services	90% (of the **recognized** charge) per visit

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Obesity surgery	
Inpatient **hospital** (includes surgical procedure and acute **hospital** services)	90% (of the **recognized charge**) per admission
Outpatient obesity surgery	
	90% (of the **recognized charge**) per visit
Maximum per lifetime*	One Procedure
*As used for this benefit, "lifetime" is defined to include covered benefits paid under this plan or another plan underwritten and/or administered by **Aetna** or any **Aetna** affiliate, with the same customer.	
Oral and maxillofacial treatment (mouth, jaws and teeth)	
Oral and maxillofacial treatment (mouth, jaws and teeth)	90% (of the **recognized charge**) per visit
Reconstructive breast surgery	
Reconstructive breast **surgery**	Covered according to the type of benefit and the place where the service is received
Reconstructive surgery and supplies	
Reconstructive **surgery**	Covered according to the type of benefit and the place where the service is received
Eligible health services*	
Transplant services facility and non-facility	
Inpatient **hospital** transplant services	100% (of the **recognized charge**) per transplant
Physician services including office visits	Covered according to the type of benefit and the place where the service is received.
Eligible health services	**Network (IOQ Facility)**
Institutes of Quality Cardiac Care and Orthopedic Care (Inpatient)	100% (of the **negotiated charge**)
Institutes of Quality Cardiac Care and	100% (of the **negotiated charge**)

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Orthopedic Care (Outpatient)	
Institutes of Quality Bariatric Surgery (Inpatient)	100% (of the **negotiated charge**) **No deductible applies**
Institutes of Quality Bariatric Surgery (Outpatient)	100% (of the **negotiated charge**) **No deductible applies**
Physician services including office visits	Covered according to the type of benefit and the place where the service is received.
Maximum per lifetime*	One Procedure
*This maximum applies to all transplant services you receive while covered under any **Aetna** or **Aetna** affiliated plan.	
Eligible health services*	
Treatment of infertility	
Basic infertility	
Basic **infertility**	Covered according to the type of benefit and the place where the service is received
Contact Progyny for covered infertility benefits that are above the basic infertility. Progyny 1-888-461-5067.	
Eligible health services	
Specific therapies and tests	
Outpatient diagnostic testing	
Diagnostic complex imaging services	
	90% (of the **recognized** charge) per visit
Diagnostic lab work	
	90% (of the **recognized** charge) per visit.
Diagnostic radiological services	
	90% (of the **recognized** charge) per visit.
Chemotherapy	
Chemotherapy	Covered according to the type of benefit and the place where the service is received

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Outpatient infusion therapy	
	90% (of the **recognized charge**) per visit
Outpatient radiation therapy	
Radiation therapy	90% (of the **recognized charge**) per visit
Short-term cardiac and pulmonary rehabilitation services	
Cardiac rehabilitation	
Cardiac rehabilitation	Covered according to the type of benefit and the place where the service is received
Pulmonary rehabilitation	
Pulmonary rehabilitation	Covered according to the type of benefit and the place where the service is received
Short-term rehabilitation services	
Outpatient Physical, Occupational and Speech Therapies	
	90% (of the **recognized** charge) per visit.
Outpatient Physical Therapies Maximum	
Maximum visits per Calendar Year	60 visits
Outpatient Occupational Therapies Maximum	
Maximum visits per Calendar Year	60 visits
Outpatient Speech Therapy Maximum	
Maximum visits per Calendar Year	60 visits
Habilitation therapy services	
	90% (of the **recognized charge**) per visit
Eligible health services*	
Other services	
Acupuncture	
Acupuncture	90% (of the **recognized charge**) per visit
Maximum visits per Calendar Year	25
Ambulance service	
Ground, air or water **ambulance**	90% (of the **recognized charge**) per trip

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Clinical trial therapies (experimental or investigational)	
Clinical trial therapies	Covered according to the type of benefit and the place where the service is received
Clinical trials (routine patient costs)	
Clinical trial (routine patient costs)	Covered according to the type of benefit and the place where the service is received
Durable medical equipment (DME)	
DME	100% (of the **recognized charge**) per item No **deductible** applies
Hearing aids and exams	
Hearing aid exams	Covered according to the type of benefit and the place where the service is received
Hearing aids	90% per item
Maximum per calendar year	$5,000
Non-preventive hearing exams	
For adults and children	90% (of the **recognized charge**) per visit
Maximum	One exam in any 24 consecutive month period.
Nutritional supplements	
Nutritional supplements	Covered according to the type of benefit and the place where the service is received
Prosthetic devices	
Prosthetic devices	Covered according to the type of benefit and the place where the service is received
Spinal manipulation	
Spinal manipulation	90% (of the **recognized charge**) per visit
Maximum per Calendar Year	25

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Eligible health services*	
Family planning services - female contraceptives	
Female contraceptives that are **generic prescription drugs**: • Oral drugs • Injectable drugs • Vaginal rings • Transdermal contraceptive patches	100% per **prescription** or refill No **deductible** applies
Female contraceptives that are **brand-name prescription drugs**: • Oral drugs • Injectable drugs • Vaginal rings • Transdermal contraceptive patches	100% per **prescription** or refill No **deductible** applies
Female contraceptive generic devices and brand-name devices	100% per **prescription** or refill No **deductible** applies
Preventive care drugs and supplements	
Preventive care drugs and supplements filled at a **pharmacy**	100% per **prescription** or refill No **deductible** applies
Risk reducing breast cancer prescription drugs	
Risk reducing breast cancer **prescription drugs** filled at a **pharmacy**	100% per **prescription** or refill No **deductible** applies
Maximums:	Coverage will be subject to any sex, age, medical condition, family history, and frequency guidelines in the recommendations of the United States Preventive Services Task Force. For details on the guidelines and the current list of covered

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	preventive care drugs and supplements, contact Member Services by logging onto your secure member website at www.aetna.com or calling the number on your ID card.
Tobacco cessation prescription and over-the-counter drugs	
Tobacco cessation **prescription drugs** and OTC drugs filled at a **pharmacy** for each 90 day supply	$0 per **prescription** or refill No **deductible** applies
Maximums:	Coverage is permitted for two 90-day treatment regimens only. Any additional treatment regimens will be subject to the cost sharing in your schedule of benefits below. Coverage will be subject to any sex, age, medical condition, family history, and frequency guidelines in the recommendations of the United States Preventive Services Task Force. For details on the guidelines and the current list of covered tobacco cessation **prescription drugs** and OTC drugs, contact Member Services by logging onto your secure member website at www.aetna.com or calling the number on your ID card.

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General coverage provisions

This section provides detailed explanations about the:

- **Deductible**
- **Maximum out-of-pocket limits**

that are listed in the first part of this schedule of benefits.

Deductible provisions

The **deductible** may not apply to certain **eligible health services**. You must pay any applicable **copayments/payment percentage** for **eligible health services** to which the **deductible** does not apply.

Individual

This is the amount you owe for **eligible health services** each Calendar Year before the plan begins to pay for **eligible health services**. This Calendar Year **deductible** applies separately to you and each of your covered dependents. After the amount you pay for **eligible health services** reaches the Calendar Year **deductible**, this plan will begin to pay for **eligible health services** for the rest of the Calendar Year. This is true even if the family **deductible** has not yet been met.

Family

This is the amount you and your covered dependents owe for **eligible health services** each Calendar Year before the plan begins to pay for **eligible health services**. After the amount you and your covered dependents pay for **eligible health services** reaches this family Calendar Year **deductible**, this plan will begin to pay for **eligible health services** that you and your covered dependents incur for the rest of the Calendar Year.

To satisfy this family **deductible** limit for the rest of the Calendar Year, the following must happen:

- The combined **eligible health services** that you and each of your covered dependents incur towards the individual Calendar Year **deductibles** must reach this family **deductible** limit in a Calendar Year.

When this occurs in a Calendar Year, the individual Calendar Year **deductibles** for you and your covered dependents will be considered to be met for the rest of the Calendar Year.

Copayments

Copayment

As it applies to in-network coverage, this is a specified dollar amount or percentage that must be paid by you at the time you receive **eligible health services** from a **network provider**.

Payment percentage

The specific percentage the plan pays for a health care service listed in the schedule of benefits.

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Maximum out-of-pocket limits provisions

Eligible health services that are subject to the **maximum out-of-pocket limit** include **prescription drug eligible health services** provided under the medical plan outpatient **prescription drug** plan.

The **maximum out-of-pocket limit** is the maximum amount you are responsible to pay for **payment percentage** and **deductibles** for **eligible health services** during the Calendar Year. This plan has an individual and family **maximum out-of-pocket limit**. As to the individual **maximum out-of-pocket limit** each of you must meet your **maximum out-of-pocket limit** separately.

Individual
Once the amount of the **payment percentage** and **deductibles** you and your covered dependents have paid for **eligible health services** during the Calendar Year meets the individual **maximum out-of-pocket limit**, this plan will pay 100% of the **recognized charge** for **covered benefits** that apply toward the limit for the rest of the Calendar Year for that person.

Family
Once the amount of the **payment percentage** and **deductibles** you and your covered dependents have paid for **eligible health services** during the Calendar Year meets this family **maximum out-of-pocket limit**, this plan will pay 100% of the **recognized charge** for such **covered benefits** that apply toward the limit for the remainder of the Calendar Year for all covered family members.

To satisfy this family **maximum out-of-pocket limit** for the rest of the Calendar Year, the following must happen:

- The family **maximum out-of-pocket limit** is a cumulative **maximum out-of-pocket limit** for all family members. The family **maximum out-of-pocket limit** can be met by a combination of family members with no single individual within the family contributing more than the individual **maximum out-of-pocket limit** amount in a Calendar Year.

The **maximum out-of-pocket limit** may not apply to certain **eligible health services**. If the **maximum out-of-pocket limit** does not apply to a covered benefit, your **copayment**/**payment percentage** for that covered benefit will not count toward satisfying the **maximum out-of-pocket limit** amount.

Certain costs that you incur do not apply toward the **maximum out-of-pocket limit**. These include:

- All costs for non-covered services
- As it applies to out-of-network coverage: Charges, expenses or costs in excess of the **recognized charge**

Calculations; determination of recognized charge; determination of benefits provisions

Your financial responsibility for the costs of services will be calculated on the basis of when the service or supply is provided, not when payment is made. Benefits will be pro-rated to account for treatment or portions of stays that occur in more than one Calendar Year. Determinations regarding when benefits are covered are subject to the terms and conditions of the booklet.

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