Wellpoint Essential Silver POS 2500 (\$0 Virtual PCP + \$0 Select Drugs + Incentives) S03

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, <a href="https://eoc.wellpoint.com/eocdps/8YATIND01012026">https://eoc.wellpoint.com/eocdps/8YATIND01012026</a>. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms, see the Glossary. You can view the Glossary at <u>www.healthcare.gov/sbc-glossary/</u> or call (833) 476-1458 to request a copy.

|                               |  | NV/4   |
|-------------------------------|--|--|
| Important Questions           | Answers                                      | Why This Matters:  |
| What is the overall           | \$0 at Indian Health Care <u>Provider</u>    | Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before   |
| deductible?                   | (IHCP) or with IHCP referral at              | this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member   |
|                               | Non-IHCP; or \$2,500/person or               | must meet their own individual deductible until the total amount of deductible expenses paid   |
|                               | \$5,000/family for Non-IHCP In-              | by all family members meets the overall family <u>deductible</u> .   |
|                               | Network Providers.                           |  |
|                               | \$20,000/person or                           |  |
|                               | \$40,000/family for Non-IHCP                 |  |
|                               | Non-Network Providers.                       |  |
| Are there services            | Yes. All services for Indian                 | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount.  |
| covered before you            | Health Care <u>Providers</u> (IHCP).         | But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive</u>   |
| meet your <u>deductible</u> ? | Primary Care Specialist Visit                | services without cost sharing and before you meet your deductible. See a list of covered   |
|                               | Preventive Care for Non-IHCP                 | preventive services at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> . |
|                               | Providers. Certain Prescription              |  |
|                               | <u>Drugs</u> for Non-IHCP <u>Providers</u> . |  |
|                               | Vision for Non-IHCP <u>Providers</u> .       |  |
|                               | For more information see below.              |  |
| Are there other               | No.  | You don't have to meet deductibles for specific services.  |
| deductibles for               |  |  |
| specific services?            |  |  |
| What is the out-of-           | \$9,900/person or \$19,800/family            | The out-of-pocket limit is the most you could pay in a year for covered services. If you have  |
| pocket limit for this         | for Non-IHCP In- <u>Network</u>              | other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the   |
| plan?                         | Providers. Not Applicable for                | overall family out-of-pocket limit has been met.   |
|                               | Non-IHCP Non-Network                         |  |
|                               | Providers.                                   |  |

| What is not included     | Premiums, balance-billing                 | Even though you pay these expenses, they don't count toward the out-of-pocket limit.                                  |
|--------------------------|---|---|
| in the out-of-pocket     | charges, and health care this <u>plan</u> |   |
| <u>limit</u> ?           | doesn't cover.                            |   |
| Will you pay less if     | Yes. See                                  | This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's</u> |
| you use a <u>network</u> | www.wellpoint.com/find-                   | network. You will pay the most if you use a Non-Network Provider, and you might receive a                             |
| provider?                | care/?alphaprefix=3730 or call            | bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u>         |
|                          | (833) 476-1458 for a list of              | pays ( <u>balance billing</u> ). Be aware, your <u>network provider</u> might use a Non- <u>Network Provider</u>      |
|                          | network providers. Benefits and           | for some services (such as lab work). Check with your <u>provider</u> before you get services.                        |
|                          | costs may vary by site of service         |   |
|                          | and how the provider bills.               |   |
| Do you need a referral   | No.                                       | You can see the <u>specialist</u> you choose without a <u>referral</u> .  |
| to see a specialist?     |   |   |



All **copayment** and **coinsurance** costs shown in this chart are after your **deductible** has been met, if a **deductible** applies.

|  |  |   | What You Will Pay                           |  |   |
|--|--|---|---|--|---|
| Common<br>Medical Event                                | Services You May Need                            | Services You May Need  Indian Health Care Provider (IHCP) (You will pay the least)  Non-IHCP In- Network Provider (You will pay more)  Non-IHCP Non- Network Provider (You will pay more)  Non-IHCP Non- Network Provider (You will pay most) |   | Limitations, Exceptions, & Other Important Information |   |
|  | Primary care visit to treat an injury or illness | No charge   | \$20/visit,<br>deductible does not<br>apply | 50% coinsurance  | Virtual visits (Telehealth) benefits available.   |
| If you visit a health care provider's office or clinic | <u>Specialist</u> visit                          | No charge   | \$75/visit, deductible does not apply       | 50% <u>coinsurance</u>                                 | Virtual visits (Telehealth) benefits available.   |
|  | Preventive care/screening/<br>immunization       | No charge   | No charge                                   | 50% <u>coinsurance</u>                                 | You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for. |
| If you have a test                                     | <u>Diagnostic test</u> (x-ray, blood work)       | Lab – Office<br>No charge<br>X-Ray – Office<br>No charge  | 40% coinsurance                             | 50% <u>coinsurance</u>                                 | none  |
|  | Imaging (CT/PET scans, MRIs)                     | No charge   | 40% <u>coinsurance</u>                      | 50% <u>coinsurance</u>                                 | none  |
| If you need drugs to treat                             | Typically Generic (Tier 1)                       | No charge   | Level 1<br>\$15/prescription,               | 50% <u>coinsurance</u><br>(retail only)                | For more information, refer to "Select Drug List" at  |

<sup>\*</sup> For more information about limitations and exceptions, see the <u>plan</u> or policy document at <a href="https://eoc.wellpoint.com/eocdps/8YATIND01012026">https://eoc.wellpoint.com/eocdps/8YATIND01012026</a>.

|   |  | What You Will Pay   |  |   |  |
|---|--|---|--|---|--|
| Common<br>Medical Event   | Services You May Need  | Indian Health<br>Care Provider<br>(IHCP)<br>(You will pay the<br>least) | Non-IHCP In-<br>Network Provider<br>(You will pay<br>more)   | Non-IHCP Non-<br>Network Provider<br>(You will pay the<br>most) | Limitations, Exceptions, & Other Important Information   |
| your illness or condition More information about prescription drug coverage is available at https://client.formularynavigator.com/Search.aspx?s |  |   | deductible does not apply (retail) and \$45/prescription, deductible does not apply (home delivery) Level 2 \$30/prescription, deductible does not apply (retail only)                             |   | https://client.formularynavigator.com/Search.aspx?siteCode=6049566964  *See Prescription Drug section. |
| iteCode=6049566<br>964  | Typically Preferred Brand &<br>Non-Preferred Generic Drugs<br>(Tier 2) | No charge   | Level 1 \$50/prescription, deductible does not apply (retail) and \$150/prescription, deductible does not apply (home delivery) Level 2 \$65/prescription, deductible does not apply (retail only) | 50% <u>coinsurance</u><br>(retail only)                         |  |
|   | Typically Non-Preferred Brand<br>(Tier 3)                              | No charge   | Level 1 40% <u>coinsurance</u> (retail and home delivery) Level 2 55% <u>coinsurance</u> (retail only)   | 50% <u>coinsurance</u><br>(retail only)                         |  |
|   | Typically <u>Specialty</u> (brand and generic) (Tier 4)                | No charge   | Level 1 50% <u>coinsurance</u> (retail and home delivery) Level 2  | 100% <u>coinsurance</u><br>(retail only)                        |  |

<sup>\*</sup> For more information about limitations and exceptions, see the <u>plan</u> or policy document at <a href="https://eoc.wellpoint.com/eocdps/8YATIND01012026">https://eoc.wellpoint.com/eocdps/8YATIND01012026</a>.

|   |  |   | What You Will Pay  |   |  |
|---|--|---|--|---|--|
| Common<br>Medical Event                                   | Services You May Need                          | Indian Health<br>Care Provider<br>(IHCP)<br>(You will pay the<br>least) | Non-IHCP In-<br>Network Provider<br>(You will pay<br>more)  Non-IHCP Non-<br>Network Provide<br>(You will pay the<br>most) |   | Limitations, Exceptions, & Other Important Information   |
|   |  |   | 60% <u>coinsurance</u><br>(retail only)  |   |  |
| If you have outpatient                                    | Facility fee (e.g., ambulatory surgery center) | No charge   | 40% <u>coinsurance</u>   | 50% <u>coinsurance</u>  | none   |
| surgery   | Physician/surgeon fees                         | No charge   | 40% <u>coinsurance</u>   | 50% <u>coinsurance</u>  | none   |
|   | Emergency room care                            | No charge   | \$500/visit, then 50% coinsurance  | Covered as In-<br><u>Network</u>  | none   |
| If you need immediate medical attention                   | Emergency medical transportation               | No charge   | 40% coinsurance  | Covered as In-<br><u>Network</u>  | Non-emergency Non-Network<br>Ambulance Services are limited to<br>\$50,000 per trip, does not apply to<br>air ambulance. |
|   | <u>Urgent care</u>                             | No charge   | \$50/visit,<br>deductible does not<br>apply  | Covered as In-<br><u>Network</u>  | none   |
| If you have a<br>hospital stay                            | Facility fee (e.g., hospital room)             | No charge   | \$500/admission,<br>then 50%<br><u>coinsurance</u>   | 50% coinsurance   | none   |
|   | Physician/surgeon fees                         | No charge   | 40% <u>coinsurance</u>   | 50% <u>coinsurance</u>  | none   |
| If you need<br>mental health,<br>behavioral<br>health, or | Outpatient services                            | Office Visit<br>No charge<br>Other Outpatient<br>No charge              | Office Visit 40% <u>coinsurance</u> Other Outpatient 40% <u>coinsurance</u>  | Office Visit 50% <u>coinsurance</u> Other Outpatient 50% <u>coinsurance</u> | Office Visit Virtual visits (Telehealth) benefits available. Other Outpatientnone  |
| substance abuse services                                  | Inpatient services                             | No charge   | \$500/admission,<br>then 50%<br>coinsurance  | 50% <u>coinsurance</u>  | none   |
|   | Office visits                                  | No charge   | 40% coinsurance  | 50% <u>coinsurance</u>  | Cost showing door t1- f  |
| If you are  | Childbirth/delivery professional services      | No charge   | 40% coinsurance  | 50% <u>coinsurance</u>  | Cost sharing does not apply for preventive services. Maternity care may include tests and services                       |
| pregnant  | Childbirth/delivery facility services          | No charge   | \$500/admission,<br>then 50%<br><u>coinsurance</u>   | 50% <u>coinsurance</u>  | described elsewhere in the SBC (i.e., ultrasound).   |

<sup>\*</sup> For more information about limitations and exceptions, see the <u>plan</u> or policy document at <a href="https://eoc.wellpoint.com/eocdps/8YATIND01012026">https://eoc.wellpoint.com/eocdps/8YATIND01012026</a>.

|  |                            |   | What You Will Pay  |   |  |  |
|--|----------------------------|---|--|---|--|--|
| Common<br>Medical Event                                | Services You May Need      | Indian Health Care Provider (IHCP) (You will pay the least) | Non-IHCP In-<br>Network Provider<br>(You will pay<br>more) | Non-IHCP Non-<br>Network Provider<br>(You will pay the<br>most) | Limitations, Exceptions, & Other Important Information |  |
|  | Home health care           | No charge   | 40% <u>coinsurance</u>                                     | 50% <u>coinsurance</u>  | 60 visits/year.  |  |
| TC 11 1  | Rehabilitation services    | No charge   | 40% <u>coinsurance</u>                                     | 50% <u>coinsurance</u>  | *See Therapy Services section.                         |  |
| If you need help                                       | Habilitation services      | No charge   | 40% <u>coinsurance</u>                                     | 50% <u>coinsurance</u>  | See Therapy Services section.                          |  |
| recovering or<br>have other<br>special health<br>needs | Skilled nursing care       | No charge   | 40% <u>coinsurance</u>                                     | 50% <u>coinsurance</u>  | 25 days/year for skilled nursing services.             |  |
|  | Durable medical equipment  | No charge   | 40% <u>coinsurance</u>                                     | 50% <u>coinsurance</u>  | *See <u>Durable Medical Equipment</u> section.         |  |
|  | Hospice services           | No charge   | 40% <u>coinsurance</u>                                     | 50% <u>coinsurance</u>  | none   |  |
| If your child<br>needs dental or<br>eye care           | Children's eye exam        | No charge   | No charge  | 70% <u>coinsurance</u> ,<br><u>deductible</u> does not<br>apply | *See Vision Services section.                          |  |
|  | Children's glasses         | No charge   | No charge  | 70% <u>coinsurance</u> ,<br><u>deductible</u> does not<br>apply | *See vision services section.                          |  |
|  | Children's dental check-up | Not covered   | Not covered  | Not covered   | none   |  |

# **Excluded Services & Other Covered Services:**

Services Your <u>Plan</u> Generally Does NOT Cover (Check your policy or <u>plan</u> document for more information and a list of any other <u>excluded services</u>.)

- Abortion (except when the life of the mother is endangered)
- Children's dental check-up
- Infertility treatment
- Private-duty nursing
- Weight loss programs

- Acupuncture
- Cosmetic surgery
- Long-term care
- Routine eye care (Adult)

- Bariatric surgery
- Dental care (Adult)
- Non-emergency care when traveling outside the U.S.
- Routine foot care unless <u>medically necessary</u>

# Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)

- Chiropractic care 35 visits/year combined with all other therapies
- Hearing aids 1 item(s)/ear every 36 months

<sup>\*</sup> For more information about limitations and exceptions, see the <u>plan</u> or policy document at <a href="https://eoc.wellpoint.com/eocdps/8YATIND01012026">https://eoc.wellpoint.com/eocdps/8YATIND01012026</a>.

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Texas Department of Insurance, PO Box 12030, Austin, TX 78711-2030, or contact Wellpoint at the number on the back of your ID card. Other coverage options may be available to you, too, including buying individual insurance coverage through the <a href="Health Insurance Marketplace">Health Insurance Marketplace</a>. For more information about the <a href="Marketplace">Marketplace</a>, visit <a href="https://www.HealthCare.gov">www.HealthCare.gov</a> or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information on how to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact:

ATTN: Appeals P.O. Box 105568, Atlanta, GA 30348-5568

Texas Department of Insurance, PO Box 12030, Austin, TX 78711-2030

Additionally, a consumer assistance program can help you file your <u>appeal</u>. Contact Texas Department of Insurance 1601 Congress Avenue Austin, TX 78701, (800) 252-3439, <a href="https://www.tdi.texas.gov/consumer/index.html">https://www.tdi.texas.gov/consumer/index.html</a>

# Does this plan provide Minimum Essential Coverage? Yes.

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

# Does this plan meet the Minimum Value Standards? Not Applicable.

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

To see examples of how this <u>plan</u> might cover costs for a sample medical situation, see the next section.

# About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost-sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

| Peg is | Having a | Bahy |
|--------|----------|------|
| - eg - |          | Lung |

(9 months of in-network pre-natal care and a hospital delivery)

| ■ The plan's overall deductible   | \$2,500    |
|-----------------------------------|------------|
| Specialist copayment              | \$75       |
| ■ Hospital (facility) coinsurance | <b>50%</b> |
| Other coinsurance                 | 40%        |

# This EXAMPLE event includes services like:

Specialist office visits (prenatal care)
Childbirth/Delivery Professional Services
Childbirth/Delivery Facility Services
Diagnostic tests (ultrasounds and blood work)
Specialist visit (anesthesia)

# Managing Joe's Type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

| ■ The <u>plan's</u> overall <u>deductible</u> | \$2,500    |
|---|------------|
| Specialist copayment                          | \$75       |
| ■ Hospital (facility) coinsurance             | <b>50%</b> |
| Other coinsurance                             | 40%        |

# This EXAMPLE event includes services like:

<u>Primary care physician</u> office visits (*including disease education*)

Diagnostic tests (blood work)

Prescription drugs

Durable medical equipment (glucose meter)

# Mia's Simple Fracture

(in-network emergency room visit and follow up care)

| ■ The plan's overall deductible   | \$2,500 |
|-----------------------------------|---------|
| Specialist copayment              | \$75    |
| ■ Hospital (facility) coinsurance | 50%     |
| Other coinsurance                 | 40%     |

# This EXAMPLE event includes services like:

Emergency room care (including medical supplies)
Diagnostic test (x-ray)

<u>Durable medical equipment</u> (crutches) <u>Rehabilitation services</u> (physical therapy)

| Total Example Cost              | \$12,700 | Total Example Cost              | \$5,600 | Total Example Cost              | \$2,800 |
|---------------------------------|----------|---------------------------------|---------|---------------------------------|---------|
| In this example, Peg would pay: |          | In this example, Joe would pay: |         | In this example, Mia would pay: |         |
| <u>Cost Sharing</u>             |          | <u>Cost Sharing</u>             |         | <u>Cost Sharing</u>             |         |
| <u>Deductibles</u>              | \$0      | <u>Deductibles</u>              | \$0     | <u>Deductibles</u>              | \$0     |
| <u>Copayments</u>               | \$0      | <u>Copayments</u>               | \$0     | <u>Copayments</u>               | \$0     |
| Coinsurance                     | \$0      | Coinsurance                     | \$0     | <u>Coinsurance</u>              | \$0     |
| What isn't covered              |          | What isn't covered              |         | What isn't covered              |         |
| Limits or exclusions            | \$60     | Limits or exclusions            | \$20    | Limits or exclusions            | \$0     |
| The total Peg would pay is      | \$60     | The total Joe would pay is      | \$20    | The total Mia would pay is      | \$0     |

Note: These numbers assume the patient received care from an IHCP <u>provider</u> or with IHCP <u>referral</u> at a Non-IHCP. If you receive care from a Non-IHCP <u>provider</u> without <u>referral</u> from an IHCP your costs may be higher.

# We're here for you - in many languages

The law requires us to include a message in all of these different languages. Curious what they say? Here's the English version: "You have the right to get help in your language for free. Just call the Member Services number on your ID card." Visually impaired? You can also ask for other formats of this document.

## Spanish

Usted tiene derecho a obtener asistencia en su idioma sin cargo. Llame al número de Servicios para Miembros que figura en su tarjeta de identificación ¿Tiene alguna deficiencia visual? También puede solicitar este documento en otros formatos.

#### Chinese

您有權免費獲得使用您的語言提供的協助。只需撥打印於您的 ID 卡上的會員服務部電話號碼即可。視力障礙?您也可以索取本文件的其他格式。

## Vietnamese

Quý vị có quyển nhận trợ giúp bằng ngôn ngữ của mình, miễn phí. Quý vị chỉ cần gọi đến số điện thoại của Ban Dịch vụ Thành viên trên thẻ ID của quý vị. Quý vị bị khiếm thị? Quý vị cũng có thế yêu cầu các định dạng khác của tài liêu này.

## Korean

귀하는 귀하의 언어로 된 도움을 무료로 받을 권리가 있습니다. 귀하의 ID 카드에 있는 가입자 서비스 번호로 전화하십시오. 시각 장애인이신가요? 다른 형식으로 된 이 문서를 요청하실 수 있습니다.

## Tagalog

May karapatan kang makakuha ng tulong na nasa iyong wika nang libre. Tawagan lang ang numero ng Member Services na nasa iyong ID card. May kapansanan sa paningin? Maaari ka ring humingi ng iba pang mga format ng dokumentong ito.

## Russian

У вас есть право на бесплатное получение помощи на вашем родном языке. Просто позвоните в отдел обслуживания участников по номеру, указанному на вашей идентификационной карте. У вас проблемы со зрением? Вы также можете запросить этот документ в других форматах.

### French Creole

Ou gen dwa jwenn èd nan lang ou gratis. Jis rele nimewo Sèvis Manm ki sou Kat ID ou a gratis Gen pwoblèm vizyèl? Ou ka mande tou pou lòt fòma nan dokiman sa a.

## Arabic

لك الحق في الحصول على هذه المعلومات والحصول على المساعدة بلغتك مجانًا. فقط اتصل برقم خدمات الأعضاء الموجود على بطاقة هويتك. هل تعاني من ضعف البصر؟ يمكنك أيضًا طلب تنسيقات أخرى لهذه الوشقة

#### French

Vous avez le droit d'obtenir de l'aide dans votre langue gratuitement. Appelez simplement le numéro du Services membres figurant sur votre carte d'identité. Vous êtes une personne malvoyante ? Vous pouvez également demander à accéder à ce document dans d'autres formats.

#### Persian

شما حق دارید به زبان خود به صورت رایگان کمک بگیرید. فقط با شماره خدمات اعضا مندر ج در کارت عضویت خود تماس بگیرید. آیا دچار اختلال بینایی هستید؟ همچنین میتوانید فرمتهای دیگر این سند را در خواست کنید.

#### Armenian

Դուք իրավունք ունեք անվճար օգնություն ստանալու ձեր լեզվով։ Պարզապես զանգահարեք ձեր ID քարտի վրա գտնվող Անդամների սպասարկման համարին։ Տեսողության խանգարում ունեցո՞ղ եք։ Կարող եք նաև խնդրել այս փաստաթղթի այլ ձևաչափեր։

## **Japanese**

あなたにはあなたの言語で無料で支援を受ける権利があります。IDカードに記載されている会員サービス番号にお電話ください」視覚障害をお持ちですか?他の形式でこの文書を要求することもできます。

### Italian

Hai il diritto di ricevere assistenza gratuita nella tua lingua. Basta chiamare il numero del Servizio Membri presente sulla tua tessera identificativa. Hai problemi di vista? È possibile richiedere anche altri formati di questo documento.

## German

Sie haben das Recht, kostenlose Hilfe in Ihrer Sprache zu erhalten. Rufen Sie einfach die Nummer des Mitgliederservices auf Ihrer ID-Karte an. Sehbehindert? Sie können dieses Dokument auch in anderen Formaten anfordern.

#### Polish

Masz prawo do bezpłatnej pomocy w swoim języku. Wystarczy zadzwonić pod numer Biura Obsługi Klienta podany na karcie identyfikacyjnej. Masz wadę wzroku? Możesz również poprosić o inne formaty tego dokumentu.

## Pennsylvania Dutch

Du hoscht's Recht fer Hilf griege in dei Schprooch fer nix. Duh yuscht die Member Services Number uffrufe uff dei ID Card. Hoscht Druwwel fer sehne? Du kannscht des do Schreiwes in en differnter Weg griege so as du's besser sehne kannscht.

### TTY/TTD:711

## It's important we treat you fairly

We follow federal civil rights laws in our health programs and activities. Members can get reasonable modifications as well as free auxiliary aids and services if you have a disability. We don't discriminate, on the basis of race, color, national origin, sex, age or disability. For people whose primary language isn't English (or have limited proficiency), we offer free language assistance services like interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (TTY/TDD: 711) or visit our website. If you think we failed in any areas or to learn more about grievance procedures, you can mail a complaint to: Compliance Coordinator, P.O. Box 27401, Richmond, VA 23279, or directly to the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201. You can also call 1-800- 368-1019 (TDD: 1-800-537-7697) or visit https://ocrportal.hhs.gov/ocr/portal/lobby.jsf