Coverage Period: 07/01/2020 - 06/30/2021
Coverage for: Individual/Family | Plan Type: PPO

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, call 1-855-258-3489 or visit <a href="https://www.bcbsmt.com">www.bcbsmt.com</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 <a href="https://www.cms.gov/CCIIO/Resources/Forms-Reports-and-Other-Resources/Downloads/UG-Glossary-508-MM.pdf">www.cms.gov/CCIIO/Resources/Forms-Reports-and-Other-Resources/Downloads/UG-Glossary-508-MM.pdf</a> or call 1-855-756-4448 to request a copy.

| Important Questions  | Answers   | Why This Matters:   |
|--|---|---|
| What is the overall deductible?                                      | \$350 Individual / \$700 Family In-Network<br>\$5,000 Individual / \$10,000 Family Out-of-Network   | Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .   |
| Are there services covered before you meet your deductible?          | Yes. Well-child and In-Network preventive health, prescription drugs, and services that charge a copay are covered before you meet your deductible. | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this plan covers certain <u>preventive</u> services without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive</u> services at <u>www.healthcare.gov/coverage/preventive-care-benefits/</u> .  |
| Are there other <u>deductibles</u> for specific services?            | No.   | You don't have to meet <u>deductibles</u> for specific services.  |
| What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ? | \$1,850 Individual / \$3,700 Family In-Network<br>\$6,000 Individual / \$12,000 Family Out-of-Network   | The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.   |
| What is not included in the<br>out-of-pocket limit?                  | Premiums, balance-billed charges and health care this plan doesn't cover  | Even though you pay these expenses, they don't count toward the <u>out-of-pocket</u> <u>limit</u> .   |
| Will you pay less if you use a <u>network provider</u> ?             | Yes. See <a href="https://www.bcbsmt.com">www.bcbsmt.com</a> or call 1-855-258-3489 for a list of participating <a href="providers">providers</a> . | 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 network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services. |
| Do you need a <u>referral</u> to see a <u>specialist</u> ?           | No.   | You can see the specialist you choose without a referral.   |



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

| Common Medical                          |  | What You Will Pay   |   | Limitations, Exceptions, & Other Important  |
|---|--|---|---|---|
| Event                                   | Services You May Need                            | Network Provider<br>(You will pay the least)                  | Out-of-Network Provider (You will pay the most) | Information   |
|   | Primary care visit to treat an injury or illness | \$30 <u>copay</u> /visit; <u>deductible</u><br>does not apply | 50% coinsurance                                 | Virtual visits are available through MDLive. Refer to your <u>plan</u> policy for more details.   |
| If you visit a health                   | Specialist visit                                 | 10% coinsurance   | 50% coinsurance                                 | None  |
| care <u>provider's</u> office or clinic | Preventive care/screening/<br>immunization       | No Charge; <u>deductible</u> does not apply                   | 50% coinsurance                                 | 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.  Deductible does not apply to the first \$70 for routine mammograms Out-of-Network. |
| K.v. have a toot                        | Diagnostic test (x-ray, blood work)              | 10% coinsurance   | 50% coinsurance                                 | Nana  |
| If you have a test                      | Imaging (CT/PET scans, MRIs)                     | 10% coinsurance   | 50% coinsurance                                 | None  |

<sup>\*</sup> For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>www.bcbsmt.com</u>.

| Common Medical                                       |  | What You Will Pay  |   | Limitations, Exceptions, & Other Important   |  |
|--|--|--|---|--|--|
| Event  | Services You May Need                          | Network Provider<br>(You will pay the least)   | Out-of-Network Provider (You will pay the most)                 | Information  |  |
|  | Preferred generic drugs                        | Value Retail: \$0 copay Participating Retail: \$5 copay Mail: \$0 copay; deductible does not apply                                 | Retail: \$5 <u>copay;</u><br><u>deductible</u> does not apply   |  |  |
| If you need drugs to treat your illness or           | Non-preferred generic drugs                    | Value Retail: \$10 <u>copay</u> Participating Retail: \$15 <u>copay</u> Mail: \$20 <u>copay</u> ; <u>deductible</u> does not apply | Retail: \$15 <u>copay;</u><br><u>deductible</u> does not apply  | Lower copayment applies at Value pharmacies.  Covers up to a 30-day supply (retail prescription); 90-day supply (mail order prescription at a plan approved mail order pharmacy); 90-day supply (retail extended supply network pharmacy).  Extended Supply Network copayments are three times retail copayments.  Specialty drugs covered up to a 30-day supply. Mail order is not covered. |  |
| More information about prescription drug coverage is | Preferred brand drugs                          | Value Retail: \$50 copay Participating Retail: \$60 copay Mail: \$100 copay; deductible does not apply                             | Retail: \$60 <u>copay;</u><br><u>deductible</u> does not apply  |  |  |
| available at www.bcbsmt.com/rx.                      | Non-preferred brand drugs                      | Value Retail: \$100 copay Participating Retail: \$110 copay Mail: \$200 copay; deductible does not apply                           | Retail: \$110 <u>copay;</u><br><u>deductible</u> does not apply |  |  |
|  | Specialty drugs                                | \$150 <u>copay;</u><br><u>deductible</u> does not apply  | 50% coinsurance   |  |  |
| If you have  | Facility fee (e.g., ambulatory surgery center) | 10% coinsurance  | 50% coinsurance   | Preauthorization may be required; see your   |  |
| outpatient surgery                                   | Physician/surgeon fees                         | 10% coinsurance  | 50% coinsurance   | member guide* for details.   |  |
|  | Emergency room care                            | 10% coinsurance  | 10% coinsurance   | In network accident injury care is No Charge, deductible waived, for the first \$300 charges.  |  |
| If you need immediate medical attention              | Emergency medical transportation               | 10% coinsurance  | 10% coinsurance   | <u>Preauthorization</u> may be required for non-<br>emergency transportation; see your member<br>guide* for details.   |  |
|  | <u>Urgent care</u>                             | 10% coinsurance  | 50% coinsurance   | None   |  |

<sup>\*</sup> For more information about limitations and exceptions, see the  $\underline{\text{plan}}$  or policy document at  $\underline{\text{www.bcbsmt.com}}$ .

| Common Medical<br>Event   | Services You May Need                     | What You V<br>Network Provider<br>(You will pay the least)    | Will Pay Out-of-Network Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information   |  |
|---|---|---|--|--|--|
| If you have a   | Facility fee (e.g., hospital room)        | 10% coinsurance   | 50% coinsurance  | Preauthorization required.   |  |
| hospital stay   | Physician/surgeon fees                    | 10% coinsurance   | 50% coinsurance  |  |  |
| If you need mental health, behavioral                                   | Outpatient services                       | \$30 <u>copay</u> /visit;<br><u>deductible</u> does not apply | 50% coinsurance  | Virtual visits are available through MDLive. Refer to your <u>plan</u> policy for more details. Outpatient: <u>Preauthorization</u> may be required;                                 |  |
| health, or substance abuse services                                     | Inpatient services                        | 10% <u>coinsurance</u>  | 50% coinsurance  | see your member guide* for details. Inpatient: Preauthorization required. Residential treatment facilities will be covered if medical necessity criteria are met.                    |  |
|   | Office visits                             | \$30 <u>copay</u> /visit;<br><u>deductible</u> does not apply | 50% coinsurance  | Cost sharing does not apply to certain preventive services. Depending on the type of   |  |
| If you are pregnant   | Childbirth/delivery professional services | 10% coinsurance   | 50% coinsurance  | services, a coinsurance or deductible may apply Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound).                                      |  |
|   | Childbirth/delivery facility services     | 10% coinsurance   | 50% coinsurance  |  |  |
|   | Home health care                          | 10% coinsurance   | 50% coinsurance  | Preauthorization may be required.  180 visit maximum per benefit period.   |  |
|   | Rehabilitation services                   | 10% coinsurance   | 50% coinsurance  | Chiropractic care processes at In Network benefit level, regardless of provider status.  Preauthorization may be required. 35-visit maximum per benefit period for chiropractic care |  |
| If you need help<br>recovering or have<br>other special health<br>needs | Habilitation services                     | 10% <u>coinsurance</u>  | 50% coinsurance  | Preauthorization may be required.  No applied behavior analysis (ABA) benefits for autism spectrum disorder available for members 19 years of age or older.                          |  |
|   | Skilled nursing care                      | 10% coinsurance   | 50% coinsurance  | Preauthorization may be required. 60 days maximum per benefit period.  |  |
|   | Durable medical equipment                 | 10% coinsurance   | 50% coinsurance  | Preauthorization may be required.  |  |
|   | Hospice services                          | No Charge;<br>deductible does not apply                       | No Charge;<br>deductible does not apply                  | Preauthorization may be required.  |  |

<sup>\*</sup> For more information about limitations and exceptions, see the  $\underline{\text{plan}}$  or policy document at  $\underline{\text{www.bcbsmt.com}}$ .

| Common Medical                         |                            | What You Will Pay                            |   | Limitations, Exceptions, & Other Important  |  |
|--|----------------------------|--|---|---|--|
| Event                                  | Services You May Need      | Network Provider<br>(You will pay the least) | Out-of-Network Provider (You will pay the most) | Information   |  |
|  | Children's eye exam        | No Charge;<br>deductible does not apply      | No Charge;<br>deductible does not apply         | Benefit for exam: \$100 maximum per benefit period. Limited to 1 exam per benefit period. |  |
| If your child needs dental or eye care | Children's glasses         | No Charge;<br>deductible does not apply      | No Charge;<br>deductible does not apply         | Benefit for frames, lenses and contacts: \$150 maximum per benefit period.                |  |
|  | Children's dental check-up | Not Covered                                  | Not Covered                                     | None  |  |

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

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

- Bariatric surgery
- Cosmetic surgery
- Dental care (Adult)

- Hearing aids
- Infertility treatment

- Long-term care
- Routine foot care

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

- Acupuncture (6 visit maximum per benefit period)
- Chiropractic care (35 visit maximum per benefit period)
- Non-emergency care when traveling outside the U.S.
- Routine eye care (Adult)

- Private-duty nursing
- Weight loss programs (physician-led weight management programs are covered if pre-approved by the plan)

<sup>\*</sup> For more information about limitations and exceptions, see the plan or policy document at www.bcbsmt.com.

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: the <u>plan</u> at 1-855-258-3489 U.S. Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <a href="https://www.dol.gov/ebsa/healthreform">www.dol.gov/ebsa/healthreform</a>, or Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or <a href="https://www.cciio.cms.gov">www.cciio.cms.gov</a>. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance <a href="https://www.deciio.cms.gov">Marketplace</a>. For more information about the <a href="https://www.HealthCare.gov">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 plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact: Blue Cross and Blue Shield of Montana at 1-855-258-3489 the U.S. Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or visit <a href="https://www.dol.gov/ebsa/healthreform">www.dol.gov/ebsa/healthreform</a>, or the Montana Commissioner of Securities and Insurance at 1-406-444-2040 or 1-800-332-6148 or visit <a href="https://www.csi.mt.gov">www.csi.mt.gov</a>. Contact the Montana Consumer Assistance Program at 1-800-332-6148 or visit <a href="https://www.csi.mt.gov">www.csi.mt.gov</a>.

## Does this plan provide Minimum Essential Coverage? Yes

If you don't have Minimum Essential Coverage for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

## Does this plan meet the Minimum Value Standards? Yes

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.

## **Language Access Services:**

Spanish (Español): Para obtener asistencia en Español, llame al 1-855-258-3489.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-855-258-3489.

Chinese (中文): 如果需要中文的帮助,请拨打这个号码1-855-258-3489.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-855-258-3489.

## **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 plans. Please note these coverage examples are based on self-only coverage.

# Peg is Having a Baby

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

| ■ The <u>plan's</u> overall <u>deductible</u> | \$500 |
|---|-------|
| ■ Specialist coinsurance                      | 10%   |
| ■ Hospital (facility) coinsurance             | 10%   |
| ■ Other coinsurance                           | 10%   |

#### 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)

| Total Example Cost              | \$12,800 |
|---------------------------------|----------|
|                                 |          |
| In this example, Peg would pay: |          |

| Cost sharing               |         |  |
|----------------------------|---------|--|
| Deductibles                | \$350   |  |
| Copayments                 | \$30    |  |
| Coinsurance                | \$1,200 |  |
| What isn't covered         |         |  |
| Limits or exclusions       | \$60    |  |
| The total Peg would pay is | \$1,640 |  |

# **Managing Joe's type 2 Diabetes**

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

| The plan's overall deductible     | \$500 |
|-----------------------------------|-------|
| Specialist coinsurance            | 10%   |
| ■ Hospital (facility) coinsurance | 10%   |
| Other coinsurance                 | 10%   |

#### This EXAMPLE event includes services like:

Primary care physician office visits (including disease education)

Diagnostic tests (blood work)

Prescription drugs

**Total Example Cost** 

<u>Durable medical equipment</u> (glucose meter)

| In this example, Joe would pay: |       |  |
|---------------------------------|-------|--|
| Cost sharing                    |       |  |
| Deductibles                     | \$350 |  |
| Copayments                      | \$900 |  |
| 0 1                             | 4000  |  |

| The total Joe would pay is | \$1,510 |
|----------------------------|---------|
| Limits or exclusions       | \$60    |
| What isn't covered         |         |
| Coinsurance                | \$200   |
|                            | 7000    |

# Mia's Simple Fracture

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

| ■ The <u>plan's</u> overall <u>deductible</u> | \$500 |
|---|-------|
| ■ Specialist coinsurance                      | 10%   |
| ■ Hospital (facility) coinsurance             | 10%   |
| ■ Other coinsurance                           | 10%   |

#### This EXAMPLE event includes services like:

Emergency room care (including medical supplies)

Diagnostic test (x-ray)

\$7,400

<u>Durable medical equipment</u> (crutches)

Rehabilitation services (physical therapy)

| Total Example Cost | \$1,900 |
|--------------------|---------|
|                    |         |

In this example, Mia would pay:

| in this example, wha would pay. |       |
|---------------------------------|-------|
| Cost sharing                    |       |
| Deductibles                     | \$350 |
| Copayments                      | \$0   |
| Coinsurance                     | \$200 |
| What isn't covered              |       |
| Limits or exclusions            | \$0   |
| The total Mia would pay is      | \$550 |



If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost.

To speak to an interpreter, call the customer service number on the back of your member card. If you are not a member, or don't have a card, call 855-710-6984.

| العربية<br>Arabic        | إن كان لديك أو لدى شخص تساعده أسئلة، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون اية تكلفة. للتحدث إلى مترجم فوري، اتصل على رقم خدمة العملاء المذكور على ظهر بطاقة عضويتك. فإن لم تكن عضوًا، أو<br>كنت لا تملك بطاقة، فاتصل على 858-710-858.  |
|--------------------------|--|
| ଧୃକ୍ଷାଧ୍ୟ<br>Burmese     | သင် သို့မဟုတ် သင်ကူညီပေးနေသူတဦးမှ မေးမြန်းလိုသည့် မေးခွန်းများရှိပါက သင့် ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များကို အခမဲ့ဖြင့်ရယူနိုင်သည့်အခွင့်အရေးရှိပါသ ည်။ ဘာသာစကား<br>ပြန်ဆိုသူနှင့် စကားပြောရန် သင့် အဖွဲ့ ဂင်ကဒ်၏ နောက်ကျောဇက်ပေါ် ရှိ သုံးစွဲသူ ဂန်ဆောင်မှု ဖုန်းနံပါတ်သို့ ခေါ်ဆိုပါ။ အကယ်၍ သင်သည် အဖွဲ့ ဂင်တစ်ဦး မဟုတ်ခဲ့ပါက သို့မဟုတ် ကဒ် မရှိပါက 855-<br>710-6984 သို့ ခေါ်ဆိုပါ။ |
| GWY<br>Cherokee          | haz, D6 ygt ө amspmey, corrwos, ha cap omy rgpmsha d6 rgz4a cu gchama ewov d4v°v°. omyz dapady colszpat, ወрabwrb omyot chgmy<br>dolwspmy omy ppt gvp sar dthrma sawht a4ma. apo hbro ay, d6 dthrma hcoo ay, ombwrs daph 855-710-6984.  |
| 繁體中文<br>Chinese          | 如果您, 或您正在協助的對象, 對此有疑問, 您有權利免費以您的母語獲得幫助和訊息。洽詢一位翻譯員, 請致電印在您的會員卡背面的客戶服務電話號碼。如果您不是會員, 或沒有<br>會員卡, 請致電 855-710-6984。  |
| Français<br>French       | Si vous, ou quelqu'un que vous êtes en train d'aider, avez des questions, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, composez le numéro du service client indiqué au verso de votre carte de membre. Si vous n'êtes pas membre ou si vous n'avez pas de carte, veuillez composer le 855-710-6984.                    |
| Deutsch<br>German        | Falls Sie oder jemand, dem Sie helfen, Fragen haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Kundenservicenummer auf der Rückseite Ihrer Mitgliedskarte an. Falls Sie kein Mitglied sind oder keine Mitgliedskarte besitzen, rufen Sie bitte 855-710-6984 an.                          |
| Hmoob<br>Hmong           | Yog koj, los yog tej tus neeg uas koj pab ntawd muaj lus nug txog, koj muaj cai hais kom lawv pab muab cov ntaub ntawv sau ua koj hom lus pub dawb rau koj. Xav tham nrog ib tug kws txhais lus, hu rau tus nab npawb xovtooj pab cuam neeg qhua uas nyob sab tom qab ntawm koj daim npav tswv cuab. Yog koj tsis yog ib tug neeg tswv cuab, los yog koj tsis muaj npav, hu rau 855-710-6984.  |
| 한국어<br>Korean            | 만약 귀하 또는 귀하가 돕는 사람이 질문이 있다면 귀하는 무료로 그러한 도움과 정보를 귀하의 언어로 받을 수 있는 권리가 있습니다. 회원 카드 뒷면에 있는고객 서비스<br>번호로 전화하십시오. 회원이 아니시거나 카드가 없으시면 855-710-6984 으로 전화주십시오.   |
| ພາສາລາວ<br>Laotian       | ຖ້າທ່ານ ຫຼື ຄົນທີທ່ານກຳລັງໃຫ້ການຊ່ວຍເຫຼືອມີຄຳຖາມ, ທ່ານມີສິດຂໍເອົາການຊ່ວຍເຫຼືອ ແລະ ຂໍມູນເປັນນພາສາຂອງທ່ານໄດ້ໂດຍບໍມີຄ່າ<br>ໃຊ້ຈ່າຍ. ເພື່ອລົມກັບນາຍແປພາສາ, ໃຫ້ໂທຫາເບີຜ່າຍບໍລິການລູກຄ້າທີ່ມີຢູ່ດ້ານຫຼັງບັດສະມາຊິກຂອງທ່ານ. ຖ້າທ່ານບໍ່ແມ່ນສະມາຊິກ, ຫຼື ບໍ່ມີບັດ, ໃຫ້ໂທຫາເບີ 855-710-6984.   |
| Diné<br>Navajo           | T'áá ni, éí doodago ła'da bíká anánílwo'ígíí, na'idílkidgo, ts'idá bee ná ahóóti'i' t'áá níík'e níká a'doolwoł. Ata' halne'í bich'į' hadeesdzih nínízingo éí kwe'é da'íníishgi áká anídaalwo'ígíí bich'į' hodíílnih, bee nééhózinii bine'déé' bikáá'. Kojí atah naaltsoos ná hadít'éégóó éí doodago bee nééhózinígíí ádingo kojį' hodíílnih 855-710-6984.                                      |
| فارسی<br>Persian         | اگر شما، یا کسی که شما به او کمک می کنید، سؤالی داشته باشید، حق این را دارید که به زبان خود، به طور رایگان کمک و اطلاعات دریافت نمایید. جهت گفتگو با یک مترجم شفاهی، با خدمات مشتری به شماره ای که در یشت کارت عضویت ندارید، با شماره 898-710-858 تماس حاصل نمایید.<br>در ج شده است تماس بگیرید. اگر عضو نیستید، یا کارت عضویت ندارید، با شماره 898-710-858 تماس حاصل نمایید.                  |
| Español<br>Spanish       | Si usted o alguien a quien usted está ayudando tiene preguntas, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete comuníquese con el número del Servicio al Cliente que figura en el reverso de su tarjeta de miembro. Si usted no es miembro o no posee una tarjeta, llame al 855-710-6984.  |
| Tagalog<br>Tagalog       | Kung ikaw, o ang isang taong iyong tinutulungan ay may mga tanong, may karapatan kang makakuha ng tulong at impormasyon sa iyong wika nang walang bayad. Upang makipag-usap sa isang tagasalin-wika, tumawag sa numero ng serbisyo para sa kustomer sa likod ng iyong kard ng miyembro. Kung ikaw ay hindi isang miyembro, o kaya ay walang kard, tumawag sa 855-710-6984.                     |
| ไทย<br>Thai              | หากคุณ หรือคนที่คุณกำลังช่วยเหลือมีข้อสงสัยใด ๆ คุณมีสิทธิที่จะได้รับความช่วยเหลือ และข้อมูลในภาษาของคุณได้โดยไม่มีค่าใช้จ่าย<br>พูดคุยกับล่ามโดยติดต่อฝ่ายบริการลูกค้าที่หมายเลขตามที่ระบุด้านหลังบัตรสมาชิก หากไม่ใช่สมาชิกหรือไม่มีบัตร กรุณาติดต่อที่หมายเลข 855-710-6984  |
| اردو<br>Urdu             | گر آپ کو، یا کسی ایسے فرد کو جس کی آپ مدد کر رہے ہیں، کوئی سوال در پیش ہے تو، آپ کو اپنی زبان میں مفت مدد اور معلومات حاصل کرنے کا حق ہے۔ مترجم سے بات کرنے کے لیے، کسٹمر سروس نمبر پر کال کریں جو آپ کے کارڈ کی پشت پر درج ہے۔ اگر آپ ممبر نہیں ہیں، یا آپ کے پاس کارڈ نہیں ہے تو، 1896-710-855 پر کال کریں۔  |
| Tiếng Việt<br>Vietnamese | Nếu quý vị hoặc người mà quý vị giúp đỡ có bất kỳ câu hỏi nào, quý vị có quyền được hỗ trợ và nhận thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với thông dịch viên, gọi số dịch vụ khách hàng nằm ở phía sau thẻ hội viên của quý vị. Nếu quý vị không phải là hội viên hoặc không có thẻ, gọi số 855-710-6984.   |
|                          |  |

## Health care coverage is important for everyone.

We provide free communication aids and services for anyone with a disability or who needs language assistance. We do not discriminate on the basis of race, color, national origin, sex, gender identity, age or disability.

To receive language or communication assistance free of charge, please call us at 855-710-6984.

If you believe we have failed to provide a service, or think we have discriminated in another way, contact us to file a grievance.

Office of Civil Rights Coordinator

300 E. Randolph St. 35th Floor

Chicago, Illinois 60601

Phone:

855-664-7270 (voicemail)

TTY/TDD: Fax:

855-661-6965 855-661-6960

Email:

CivilRightsCoordinator@hcsc.net

You may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, at:

U.S. Dept. of Health & Human Services

200 Independence Avenue SW

Room 509F, HHH Building 1019

Washington, DC 20201

Phone: TTY/TDD: 800-368-1019 800-537-7697

Complaint Portal: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf Complaint Forms: http://www.hhs.gov/ocr/office/file/index.html