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 844-633-5325 or visit us at <a href="https://www.bswhealthplan.com/Group/Pages/Default.aspx">https://www.bswhealthplan.com/Group/Pages/Default.aspx</a> - small. 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.bswhealthplan.com/Group/Pages/Default.aspx">https://www.bswhealthplan.com/Group/Pages/Default.aspx</a> - small. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <a href="https://www.bswhealthplan.com/group/Pages/Default.aspx">https://www.bswhealthplan.com/Group/Pages/Default.aspx</a> - small. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <a href="https://www.bswhealthplan.com/group/Pages/Default.aspx">https://www.bswhealthplan.com/Group/Pages/Default.aspx</a> - small. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <a href="https://www.bswhealthplan.com/group/Pages/Default.aspx">https://www.bswhealthplan.com/Group/Pages/Default.aspx</a> - small. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <a href="https://www.bswhealthplan.com/group/Pages/Default.aspx">https://www.bswhealthplan.com/group/Pages/Default.aspx</a> - small. For general definitions of common terms, such as <u>allowed amount</u>, balance billing, <a href="https://www.bswhealthplan.com/group/Pages/Default.aspx">https://www.bswhealthplan.com/group/Pages/Default.aspx</a> - small. State of the page of the complete

| Important Questions  | Answers   | Why This Matters:   |
|--|---|---|
| What is the overall deductible?                                      | \$8,600 per member / \$17,200 per family  | 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. Preventive care and Affordable Care Act (ACA) preventive drugs 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 <u>plan</u> covers certain <u>preventive services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <u>HealthCare.gov/coverage/preventive-care-benefits</u> .  |
| Are there other deductibles for specific services?                   | No  | You don't have to meet deductibles for specific services.   |
| What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ? | \$9,100 per member / \$18,200 per family  | 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 limits</u> has been met.  |
| What is not included in the <u>out-of-pocket limit</u> ?             | Premiums and health care this plan doesn't cover.   | Even though you pay these expenses, they don't count toward the out-of-pocket limit.  |
| Will you pay less if you use a <u>network provider</u> ?             | Yes. See <a href="https://www.bswhealthplan.com/Pages/Provider.aspx">https://www.bswhealthplan.com/Pages/Provider.aspx</a> or call 844-633-5325 for a list of <a href="network providers">network 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.   |

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|  | Services You May Need                            | What You Will Pay  |   |   |  |
|--|--|--|---|---|--|
| Common Medical Event   |  | Participating Provider<br>(You will pay the least)   | Non-Participating<br>Provider<br>(You will pay the<br>most) | Limitations, Exceptions, & Other Important Information  |  |
| If you visit a health care provider's office or clinic   | Primary care visit to treat an injury or illness | Adult: No charge for the first non-preventive sick visit in the plan year. \$50 copayment per visit for subsequent visits in that plan year, deductible does not apply Pediatric: No charge, deductible does not apply | Not covered   | None  |  |
|  | Specialist visit                                 | \$100 <u>copayment</u> per visit, <u>deductible</u> does not apply   | Not covered   |   |  |
|  | Preventive care/screening/<br>immunization       | No charge  | Not covered   | You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for. |  |
|  | Diagnostic test (X-ray, blood work)              | 20% after <u>deductible</u>  | Not covered   | None  |  |
| If you have a test   | Imaging (CT/PET scans,<br>MRIs)                  | 20% after <u>deductible</u>  | Not covered   | Services requiring <u>preauthorization</u> that are not <u>preauthorized</u> will be denied. Refer to <u>BSWHealthPlan.com</u> or call 844-633-5325.                    |  |
| If you need drugs to treat your illness or condition  More information about prescription drug coverage is available at BSWHealthPlan.com/Grou | Affordable Care Act (ACA) preventive drugs       | No charge, <u>deductible</u> does not apply  | Not covered   | Copayments are per 30-day supply.  Maintenance drugs are allowed up to a 90-  |  |
|  | Tier 1: Generic drugs                            | \$15 <u>copayment</u> per prescription <u>deductible</u> does not apply  | Not covered   | day supply for three (3) <u>copayments</u> if obtained through a participating pharmacy.  |  |
|  | Tier 2: Preferred drugs                          | \$55 <u>copayment</u> per prescription, <u>deductible</u> does not apply   | Not covered   | Mail Order: Available for a 1- to 90-day supply. Non-maintenance drugs obtained through mail order are limited to a 30-day  |  |

|  |   | What You Will Pay  |   |  |
|--|---|--|---|--|
| Common Medical Event   | Services You May Need                                   | Participating Provider<br>(You will pay the least)   | Non-Participating<br>Provider<br>(You will pay the<br>most)                 | Limitations, Exceptions, & Other Important Information   |
| p/Pages/Pharmacy.  | Tier 3: Non-preferred drugs                             | \$150 <u>copayment</u> per prescription, <u>deductible</u> does not apply  | Not covered   | supply maximum. Specialty drugs limited to a 30-day supply. Formulary insulin prescriptions have a maximum copayment of                              |
|  | Tier 4: Specialty drugs and oral anticancer medications | \$500 <u>copayment</u> per prescription, <u>deductible</u> does not apply  | Not covered   | \$25 per prescription per 30-day supply.   |
| If you have outpatient   | Facility fee (e.g., ambulatory surgery center)          | 20% after <u>deductible</u>  | Not covered   | Services requiring <u>preauthorization</u> that are not <u>preauthorized</u> will be denied. Refer to  |
| surgery  | Physician/surgeon fees                                  | 20% after deductible   | Not covered   | BSWHealthPlan.com or call 844-633-5325.  |
|  | Emergency room care                                     | \$750 <u>copayment</u> per visit after <u>deductible</u>   | \$750 <u>copayment</u><br>per visit after<br><u>deductible</u>              | Emergency room <u>copayment</u> waived if episode results in <u>hospitalization</u> for the same condition within 24 hours.                          |
| If you need immediate medical attention  | Emergency medical transportation                        | \$750 <u>copayment</u> per visit after <u>deductible</u>   | \$750 <u>copayment</u><br>per visit after<br><u>deductible</u>              |  |
|  | Urgent care   | \$100 <u>copayment</u> per visit,<br><u>deductible</u> does not apply  | \$100 <u>copayment</u><br>per visit,<br><u>deductible</u> does<br>not apply | None   |
| If you have a hospital   | Facility fee (e.g., hospital room)                      | 20% after <u>deductible</u>  | Not covered   | Services requiring <u>preauthorization</u> that are not <u>preauthorized</u> will be denied. Refer to  |
| stay   | Physician/surgeon fees                                  | 20% after deductible   | Not covered   | BSWHealthPlan.com or call 844-633-5325.  |
| If you need mental<br>health, behavioral<br>health, or substance<br>abuse services | Outpatient services                                     | Adult: \$50 copayment per office visit, 20% after deductible for all other outpatient services.  Pediatric: No charge, deductible does not apply | Not covered   | Services requiring <u>preauthorization</u> that are not <u>preauthorized</u> will be denied. Refer to <u>BSWHealthPlan.com</u> or call 844-633-5325. |

|  | Services You May Need                     | What You Will Pay   |  |   |
|--|---|---|--|---|
| Common Medical Event   |   | Participating Provider<br>(You will pay the least)                | Non-Participating Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information  |
|  | Inpatient services                        | 20% after deductible  | Not covered  |   |
| ·  | Office visits                             | \$50 <u>copayment</u> per visit, <u>deductible</u> does not apply | Not covered  | Cost sharing does not apply for preventive services. Depending on the type of services, a copayment, coinsurance, or deductible may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e., ultrasound).   |
| If you are pregnant  | Childbirth/delivery professional services | 20% after <u>deductible</u>                                       | Not covered  | Inpatient care for the mother and newborn child in a health care facility is covered for a minimum of 48 hours following an uncomplicated vaginal delivery and 96 hours following an uncomplicated delivery by caesarean section.   |
|  | Childbirth/delivery facility services     | 20% after <u>deductible</u>                                       | Not covered  |   |
|  | Home health care                          | 20% after <u>deductible</u>                                       | Not covered  | Limited to 60 visits per <u>plan</u> year. Services requiring <u>preauthorization</u> that are not <u>preauthorized</u> will be denied. Refer to <u>BSWHealthPlan.com</u> or call 844-633-5325.   |
| If you need help<br>recovering or have other<br>special health needs | Rehabilitation services                   | \$50 <u>copayment</u> per visit, <u>deductible</u> does not apply | Not covered  | Limited to 35 visits for <u>rehabilitation services</u> and 35 visits for <u>habilitation services</u> per  |
|  | Habilitation services                     | \$50 <u>copayment</u> per visit, <u>deductible</u> does not apply | Not covered  | plan year. Limit is combined for physical therapy, occupational therapy, speech therapy, and, and chiropractic care. Limits do not apply for therapies for children with developmental delays, autism spectrum disorder and mental health services. Services requiring preauthorization that ar not preauthorized will be denied. Refer to BSWHealthPlan.com or call 844-633-5325 |

|  |                            | What You Will Pay  |   |   |  |
|--|----------------------------|--|---|---|--|
| Common Medical Event                   | Services You May Need      | Participating Provider<br>(You will pay the least)                 | Non-Participating<br>Provider<br>(You will pay the<br>most) | Limitations, Exceptions, & Other Important Information  |  |
|  | Skilled nursing care       | 20% after <u>deductible</u>  | Not covered   | Limited to 25 days per <u>plan</u> year. Services requiring <u>preauthorization</u> that are not <u>preauthorized</u> will be denied. Refer to <u>BSWHealthPlan.com</u> or call 844-633-5325. |  |
|  | Durable medical equipment  | 20% after <u>deductible</u>  | Not covered   | Services requiring preauthorization that are  |  |
|  | Hospice services           | 20% after <u>deductible</u>  | Not covered   | not <u>preauthorized</u> will be denied. Refer to <u>BSWHealthPlan.com</u> or call 844-633-5325.  |  |
|  | Children's eye exam        | \$100 <u>copayment</u> per visit, <u>deductible</u> does not apply | Not covered   | Limited to one eye exam per plan year.  |  |
| If your child needs dental or eye care | Children's glasses         | \$100 <u>copayment</u> per pair, <u>deductible</u> does not apply  | Not covered   | Limited to one pair of glasses per plan year.   |  |
|  | 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.)

- Acupuncture
- Bariatric surgery
- Cosmetic surgery
- Dental care (Adult and Child)

- Infertility treatment
- Long-term care
- Non-emergency care when traveling outside the U.S.
- Routine eye care (Adult)
- Routine foot care
- Weight loss programs

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

- Chiropractic care (Included in <u>Rehabilitation</u> <u>Services</u> and <u>Habilitation Services</u>)
- Hearing aids (Limited to one device per ear every 3 years)
- Private duty nursing when <u>medically</u> <u>necessary</u> and <u>preauthorized</u> (Limitations apply when used under <u>Home Health Care</u>)

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 Baylor Scott & White Health Plan at 844-633-5325 or <a href="mailto:BSWHealthPlan.com">BSWHealthPlan.com</a>; Department of Labor's Employee Benefits Security Administration at 866-444-EBSA (3272) or <a href="mailto:DOL.gov/ebsa/healthreform">DOL.gov/ebsa/healthreform</a>. Other coverage options may be available to you, too, including buying individual insurance coverage through the <a href="mailto:HealthCare.gov">HealthCare.gov</a> or call 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: Baylor Scott & White Health Plan at 844-633-5325 or <u>BSWHealthPlan.com</u>; Department of Labor's Employee Benefits Security Administration at 866-444-EBSA (3272) or <u>DOL.gov/ebsa/healthreform</u>; Texas Department of Insurance at 1-800-578-4677 or <u>TDI.texas.gov</u>.

## 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? 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 844-633-5325.

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 Baby

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

| ■ The <u>plan's</u> overall <u>deductible</u> | \$8,600 |
|---|---------|
| ■ Specialist copayment                        | \$100   |
| ■ Hospital (facility) copayment               | 20%     |
| ■ Other coinsurance                           | 20%     |

### 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 Evennla Cost

| Total Example Cost              | \$12,700 |  |
|---------------------------------|----------|--|
| In this example, Peg would pay: |          |  |
| Cost Sharing                    |          |  |
| Deductibles                     | \$8,600  |  |
| Copayments                      | \$0      |  |
| Coinsurance                     | \$500    |  |
| What isn't covered              |          |  |
| Limits or exclusions            | \$60     |  |
| The total Peg would pay is      | \$9,160  |  |

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

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

| ■ The plan's overall deductible | \$8,600 |
|---------------------------------|---------|
| ■ Specialist copayment          | \$100   |
| ■ Hospital (facility) copayment | 20%     |
| ■ Other coinsurance             | 20%     |

#### This EXAMPLE event includes services like:

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

Diagnostic tests (blood work)

Prescription drugs

Total Example Cost

¢40.700

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

| Total Example Cost              | \$5,600 |  |
|---------------------------------|---------|--|
| In this example, Joe would pay: |         |  |
| Cost Sharing                    |         |  |
| <u>Deductibles</u>              | \$900   |  |
| Copayments                      | \$1,000 |  |
| Coinsurance                     | \$0     |  |
| What isn't covered              |         |  |
| Limits or exclusions            | \$20    |  |
| The total Joe would pay is      | \$1,920 |  |

# **Mia's Simple Fracture**

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

| ■ The plan's overall deductible | \$8,600 |
|---------------------------------|---------|
| ■ Specialist copayment          | \$100   |
| ■ Hospital (facility) copayment | 20%     |
| ■ Other coinsurance             | 20%     |

#### This EXAMPLE event includes services like:

Emergency room care (including medical supplies)

Diagnostic test (X-ray)

¢E COO

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

Rehabilitation services (physical therapy)

| Total Example Cost              | \$2,800 |  |
|---------------------------------|---------|--|
| In this example, Mia would pay: |         |  |
| Cost Sharing                    |         |  |
| <u>Deductibles</u>              | \$2,100 |  |
| Copayments                      | \$500   |  |
| Coinsurance                     | \$0     |  |
| What isn't covered              |         |  |
| Limits or exclusions            | \$0     |  |
| The total Mia would pay is      | \$2,600 |  |

# **Nondiscrimination Notice**



ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-633-5325 (TTY: 711).

Baylor Scott & White Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Baylor Scott & White Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Baylor Scott & White Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Written information in other formats (large print and accessible electronic formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Baylor Scott & White Health Plan Compliance Officer at 1-214-820-8888 or send an email to HPCompliance@BSWHealth.org.

If you believe that Baylor Scott & White Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Baylor Scott & White Health Plan, Compliance Officer 1206 West Campus Drive, Suite 151 Temple, Texas 76502

Compliance HelpLine; 1-888-484-6977 or https://app.mycompliancereport.com/report?cid=swhp

You can file a grievance in person or by mail, online, or email. If you need help filing a grievance, the Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at https://www.hhs.gov/civil-rights/filing-a-complaint/index.html.

# Language Assistance/ Asistencia de idiomas



#### **English:**

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-633-5325 (TTY: 711).

#### **Spanish:**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-633-5325 (TTY: 711).

#### Vietnamese:

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-633-5325 (TTY: 711).

#### **Chinese:**

注意:如果 使用繁體中文,可以免費獲得語言援助服務。請致電 1-844-633-5325 (TTY:711)。

#### Korean:

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-633-5325 (TTY: 711) 번으로 전화해 주십시오.

#### Arabic:

هاتف الصم والبكم: 711 ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-5325-633-844 (رقم

#### **Urdu:**

کریں .(TTY: 711) 5325-633-844-1 خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں ۔ کال

#### **Tagalog:**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-633-5325 (TTY: 711).

#### French:

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-633-5325 (ATS: 711).

#### **Hindi:**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध है। 1-844-633-5325 (TTY: 711) पर कॉल करें।

#### Persian:

فراهم می باشد. با (TTY: 711) 5325-633-844-1 تماس بگیرید. توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما

#### German:

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-633-5325 (TTY: 711).

# Gujarati:

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-633-5325 (TTY: 711).

#### Russian:

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-633-5325 (телетайп: 711).

## Japanese:

注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。1-844-633-5325 (TTY:711) まで、お電話にてご連絡ください。

#### Laotian:

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 1-844-633-5325 (TTY:711).