The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) 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#large">https://www.bswhealthplan.com/Group/Pages/Default.aspx#large</a>. For general definitions of common terms, such as <a href="https://www.bswhealthplan.com/Group/Pages/Default.aspx#large">https://www.bswhealthplan.com/Group/Pages/Default.aspx#large</a>. For general definitions of common terms, such as <a href="https://www.bswhealthplan.com/Group/Pages/Default.aspx#large">https://www.bswhealthplan.com/Group/Pages/Default.aspx#large</a>. For general definitions of common terms, such as <a href="https://www.bswhealthplan.com/Group/Pages/Default.aspx#large">https://www.bswhealthplan.com/Group/Pages/Default.aspx#large</a>. For general definitions of common terms, such as <a href="https://www.bswhealthplan.com/Group/Pages/Default.aspx#large">https://www.bswhealthplan.com/Group/Pages/Default.aspx#large</a>. For general definitions of common terms, such as <a href="https://www.bswhealthplan.com/Group/Pages/Default.aspx#large">https://www.bswhealthplan.com/Group/Pages/Default.aspx#large</a>. For general definitions of common terms, such as <a href="https://www.bswhealthcare.gov/sbc-glossary">https://www.bswhealthplan.com/Group/Pages/Default.aspx#large</a>. For general definitions of common terms, such as <a href="https://www.bswhealthcare.gov/sbc-glossary">https://www.bswhealthplan.com/Group/Pages/Default.aspx#large</a>. For general definitions of common terms, such as <a href="https://www.bswhealthcare.gov/sbc-glossary">https://www.bswhealthcare.gov/sbc-glossary</a> or call 844-633-5325 to request a copy.

| Important Questions   | Answers   | Why This Matters:  |
|---|---|--|
| What is the overall<br>deductible?  | \$3,200 per member / \$6,400 per<br>family for a <u>participating provider</u> and<br>\$6,400 per member / \$12,800 per<br>family for a <u>Non-Participating</u><br><u>provider</u> .   | 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<br>covered before you meet<br>your <u>deductible</u> ? | Yes. <u>Preventive care</u> and Affordable<br>Care Act (ACA) preventive <u>drug</u> s are<br>covered before you meet your<br><u>deductible</u> .  | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount.<br>But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive</u><br><u>services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered<br><u>preventive services</u> at <u>HealthCare.gov/coverage/preventive-care-benefits</u> .   |
| Are there other<br>deductibles<br>services?                               | No  | You don't have to meet <u>deductibles</u> for specific services.   |
| What is the <u>out-of-pocket</u><br>limit for this <u>plan</u> ?          | \$5,250 per member / \$10,500 per<br>family for a <u>participating provider</u> and<br>\$15,750 per member / \$31,500 per<br>family for a <u>Non-Participating</u><br><u>provider</u> . | 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 <u>out-of-pocket limit</u> ?                  | Premiums, balance billing charges,<br>and health care this <u>plan</u> doesn't<br>cover.  | Even though you pay these expenses, they don't count toward the out-of-pocket limit.   |
| Will you pay less if you<br>use a <u>network provider</u> ?               | Yes. See<br>https://www.bswhealthplan.com/Page<br>s/Provider.aspx or call 844-633-5325<br>for a list of <u>network providers</u> .  | 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> .<br>You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from<br>a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance</u><br><u>billing</u> ). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some<br>services (such as lab work). Check with your <u>provider</u> before you get services. |

| Important Questions  | Answers | Why This Matters:   |
|--|---------|---|
| Do you need a <u>referral</u> to see a <u>specialist</u> ? | No      | You can see the specialist you choose without a referral. |

|   |  | What You Wil   | Pay  |   |
|---|--|--|--|---|
| Common Medical Event                                      | Services You May<br>Need                         | <u>Participating</u> <u>Provider</u><br>(You will pay the least)   | <u>Non-Participating</u><br><u>Provider</u><br>(You will pay the<br>most)  | Limitations, Exceptions, & Other<br>Important Information   |
| If you visit a health care<br>provider's office or clinic | Primary care visit to treat an injury or illness | Adult: 20% <u>coinsurance</u> after<br><u>deductible</u><br>Pediatric: 20% <u>coinsurance</u> after<br><u>deductible</u> | 50% <u>coinsurance</u> after<br><u>deductible</u>  | None  |
|   | <u>Specialist</u> visit                          | 20% coinsurance after deductible   | 50% <u>coinsurance</u> after<br><u>deductible</u>  |   |
|   | Preventive<br>care/screening/<br>immunization    | No charge, <u>deductible</u> does not<br>apply   | 50% <u>coinsurance</u> after<br><u>deductible</u><br>No charge for child<br>immunizations through<br>the 6th birthday. | You may have to pay for services that<br>aren't preventive. Ask your <u>provider</u> if th<br>services needed are preventive. Then<br>check what your <u>plan</u> will pay for. |
| lf you have a test  | <u>Diagnostic test</u> (X-ray,<br>blood work)    | 20% <u>coinsurance</u> after <u>deductible</u>   | 50% <u>coinsurance</u> after<br><u>deductible</u>  | None  |

|   |  | What You Will  | Pay   |  |
|---|--|--|---|--|
| Common Medical Event  | Services You May<br>Need   | <u>Participating</u> <u>Provider</u><br>(You will pay the least) | <u>Non-Participating</u><br><u>Provider</u><br>(You will pay the<br>most) | Limitations, Exceptions, & Other<br>Important Information  |
|   | Imaging (CT/PET<br>scans, MRIs)  | 20% <u>coinsurance</u> after<br><u>deductible</u>                | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | Failure to obtain <u>preauthorization</u> of benefits, other than emergency care, will result in a penalty of the lesser of \$500 or 50%.  |
|   | Affordable Care Act<br>(ACA) preventive <u>drug</u> s  | No charge,<br><u>deductible</u> does not apply                   | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | <u>Copayments</u> are per 30-day supply.<br>Maintenance <u>drug</u> s are allowed up to a 90-<br>day supply for 2.5 <u>copayments</u> if obtained<br>through a <u>participating</u> pharmacy. Mail<br>Order: Available for a 1- to 90-day supply.      |
| If you need <u>drug</u> s to<br>treat your illness or<br>condition<br>More information about<br><u>prescription drug</u><br><u>coverage</u> is available at<br><u>BSWHealthPlan.com/Grou</u><br><u>p/Pages/Pharmacy</u> . | Tier 1: Preferred<br>generic <u>drug</u> s   | 20% <u>coinsurance</u> after <u>deductible</u>                   | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | Non-maintenance <u>drug</u> s obtained through<br>mail order are limited to a 30-day supply<br>maximum. <u>Specialty drugs</u> limited to a 30-<br>day supply. High <u>Deductible</u> Health <u>Plan</u><br>(HDHP) chronic preventive medications ar   |
|   | Tier 2: Preferred brand<br>name <u>drug</u> s  | 20% coinsurance after deductible                                 | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | not subject to <u>deductible</u> . Formulary insulin<br>prescriptions have a maximum <u>copayment</u><br>of \$25 per prescription per 30-day supply. If<br>a brand name <u>drug</u> is requested when a<br>generic equivalent is available, the member |
|   | Tier 3: Non-preferred<br>generic <u>drug</u> s and non-<br>preferred brand name<br><u>drug</u> s | 20% coinsurance after deductible                                 | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | is responsible for the applicable brand<br>name <u>drug copayment</u> plus the difference in<br>cost of the brand name <u>drug</u> and generic<br>equivalent <u>drug</u> .   |

|  |  | What You Will   | l Pay   |  |
|--|--|---|---|--|
| Common Medical Event                       | Services You May<br>Need                             | <u>Participating</u> <u>Provider</u><br>(You will pay the least)  | <u>Non-Participating</u><br><u>Provider</u><br>(You will pay the<br>most) | Limitations, Exceptions, & Other<br>Important Information  |
|  | <u>Specialty drugs</u>                               | Tier 1: 20% <u>coinsurance</u> after<br><u>deductible</u><br>Tier 2: 20% <u>coinsurance</u> after<br><u>deductible</u><br>Tier 3: 20% <u>coinsurance</u> after<br><u>deductible</u> | 50% <u>coinsurance</u> after<br><u>deductible</u>                         |  |
| If you have outpatient                     | Facility fee (e.g.,<br>ambulatory surgery<br>center) | 20% <u>coinsurance</u> after <u>deductible</u>  | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | Failure to obtain <u>preauthorization</u> of<br>benefits, other than emergency care, will<br>result in a penalty of the lesser of \$500 or |
| surgery                                    | Physician/surgeon fees                               | 20% <u>coinsurance</u> after <u>deductible</u>  | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | 50%.   |
| If you need immediate<br>medical attention | Emergency room care                                  | 20% <u>coinsurance</u> after <u>deductible</u>  | 20% <u>coinsurance</u> after<br><u>deductible</u>                         | Emergency room <u>copayment</u> waived if<br>episode results in <u>hospitalization</u> for the<br>same condition within 24 hours.          |
|  | Emergency medical<br>transportation                  | 20% <u>coinsurance</u> after <u>deductible</u>  | 20% <u>coinsurance</u> after<br><u>deductible</u>                         | None   |

|  |                                       | What You Wil  | l Pay   |  |
|--|---------------------------------------|---|---|--|
| Common Medical Event   | Services You May<br>Need              | <u>Participating</u> <u>Provider</u><br>(You will pay the least)  | <u>Non-Participating</u><br><u>Provider</u><br>(You will pay the<br>most) | Limitations, Exceptions, & Other<br>Important Information  |
|  | <u>Urgent care</u>                    | 20% <u>coinsurance</u> after <u>deductible</u>  | 20% <u>coinsurance</u> after<br><u>deductible</u>                         |  |
| lf you have a hospital   | Facility fee (e.g.,<br>hospital room) | 20% coinsurance after deductible  | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | Failure to obtain <u>preauthorization</u> of benefits, other than emergency care, will   |
| stay   | Physician/surgeon fees                | 20% coinsurance after deductible  | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | result in a penalty of the lesser of \$500 or 50%.   |
| lf you need mental<br>health, behavioral<br>health, or substance | Outpatient services                   | Adult:<br>20% <u>coinsurance</u> after<br><u>deductible</u><br>Pediatric:<br>20% <u>coinsurance</u> after <u>deductible</u> | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | Failure to obtain <u>preauthorization</u> of partial <u>hospitalization</u> benefits, other than emergency care, will result in a penalty of the lesser of \$500 or 50%.   |
| abuse services   | Inpatient services                    | 20% <u>coinsurance</u> after <u>deductible</u>  | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | Failure to obtain <u>preauthorization</u> of residential treatment benefits, other than emergency care, will result in a penalty of the lesser of \$500 or 50%.  |
| lf you are pregnant  | Office visits                         | 20% coinsurance after deductible  | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | Cost sharing does not apply for preventive<br>services. Depending on the type of<br>services, a copayment, coinsurance, or<br>deductible may apply. Maternity care may<br>include tests and services described<br>elsewhere in the SBC (i.e., ultrasound). |

|  | What You Will Pay                            |  |   |   |
|--|--|--|---|---|
| Common Medical Event                         | Services You May<br>Need                     | <u>Participating</u> <u>Provider</u><br>(You will pay the least) | <u>Non-Participating</u><br><u>Provider</u><br>(You will pay the<br>most) | Limitations, Exceptions, & Other<br>Important Information   |
|  | Childbirth/delivery<br>professional services | 20% <u>coinsurance</u> after <u>deductible</u>                   | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | Inpatient care for the mother and newborn<br>child in a health care facility is covered for<br>a minimum of 48 hours following an<br>uncomplicated vaginal delivery and 96  |
|  | Childbirth/delivery facility services        | 20% <u>coinsurance</u> after <u>deductible</u>                   | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | hours following an uncomplicated delivery<br>by caesarean section.  |
|  | Home health care                             | 20% <u>coinsurance</u> after <u>deductible</u>                   | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | Limited to 60 visits per <u>plan</u> year. Failure<br>to obtain <u>preauthorization</u> of benefits, other<br>than emergency care, will result in a<br>penalty of the lesser of \$500 or 50%.   |
| If you need help<br>recovering or have other | Rehabilitation services                      | 20% <u>coinsurance</u> after <u>deductible</u>                   | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | Limited to 35 visits for <u>rehabilitation</u><br><u>services</u> and 35 visits for <u>habilitation</u><br><u>services</u> per <u>plan</u> year. The limit is<br>combined for physical therapy,   |
| special health needs                         | Habilitation services                        | 20% <u>coinsurance</u> after <u>deductible</u>                   | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | occupational therapy, and speech therapy.<br>Limits do not apply for therapies for<br>children with developmental delays, autism<br>spectrum disorder and mental health<br>services. Failure to obtain <u>preauthorization</u><br>of benefits, other than emergency care, will<br>result in a penalty of the lesser of \$500 or<br>50%. |

|                      |   | What You Wil                                   | l Pay   |  |
|----------------------|---|--|---|--|
| Common Medical Event | Common Medical Event Services You May<br>Need |  | <u>Non-Participating</u><br><u>Provider</u><br>(You will pay the<br>most) | Limitations, Exceptions, & Other<br>Important Information  |
|                      | Skilled nursing care                          | 20% <u>coinsurance</u> after <u>deductible</u> | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | Limited to 25 days per <u>plan</u> year. Failure to obtain <u>preauthorization</u> of benefits, other than emergency care, will result in a penalty of the lesser of \$500 or 50%. |
|                      | Durable medical<br>equipment                  | 20% coinsurance after deductible               | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | Failure to obtain <u>preauthorization</u> of benefits, other than emergency care, will   |
|                      | Hospice services                              | 20% coinsurance after deductible               | 50% <u>coinsurance</u> after<br><u>deductible</u>                         | result in a penalty of the lesser of \$500 or 50%.   |
|                      | Children's eye exam                           | Not covered                                    | Not covered   | None   |
| If your child needs  | Children's glasses                            | Not covered                                    | Not covered   | None   |
| dental or eye care   | 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  | Infertility treatment                                | Routine eye care (Adult and Child)  |  |  |
| Bariatric surgery  | Long-term care                                       | Routine foot care   |  |  |
| Cosmetic surgery   | • Non-emergency care when traveling outside the U.S. | <ul> <li>Weight loss programs</li> </ul>  |  |  |
| Dental care (Adult and Child)  |  |   |  |  |
| Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)              |  |   |  |  |
| <ul> <li>Chiropractic care (Limited to 35 visits per<br/>plan year)</li> </ul>   | every 3 years for members through the age            | Private duty nursing (when <u>medically</u><br><u>necessary</u> and <u>preauthorized</u> . Limitations<br>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 Insurance Company at 844-633-5325 or <u>BSWHealthPlan.com</u>; Department of Labor's Employee Benefits Security Administration at 866-444-EBSA (3272) or DOL.gov/ebsa/healthreform. Other coverage options may be available to you, too, including buying individual insurance coverage through the <u>Health</u> Insurance Marketplace. For more information about the <u>Marketplace</u>, visit <u>HealthCare.gov</u> 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 Insurance Company 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 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                        |
|---|
| ) months of in-network pre-natal care and a |
| hospital delivery)                          |

| The plan's overall deductible          | \$3,200 |
|--|---------|
| Specialist copayment                   | 20%     |
| Hospital (facility) <u>coinsurance</u> | 20%     |
| Other coinsurance                      | 20%     |

This EXAMPLE event includes services like: <u>Specialist</u> office visits (prenatal care) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and blood work) <u>Specialist</u> visit (anesthesia)

| Total Example Cost              | \$12,700 |  |
|---------------------------------|----------|--|
| In this example, Peg would pay: |          |  |
| Cost Sharing                    |          |  |
| Deductibles                     | \$3,000  |  |
| <u>Copayments</u>               | \$0      |  |
| Coinsurance                     | \$1,700  |  |
| What isn't covered              |          |  |
| Limits or exclusions            | \$60     |  |
| The total Peg would pay is      | \$4,760  |  |

Managing Joe's Type 2 Diabetes (a year of routine in-network care of a wellcontrolled condition)

| The plan's overall deductible          | \$3,200 |
|--|---------|
| Specialist copayment                   | 20%     |
| Hospital (facility) <u>coinsurance</u> | 20%     |
| Other <u>coinsurance</u>               | 20%     |

This EXAMPLE event includes services like: <u>Primary care physician</u> office visits (including disease education) <u>Diagnostic tests</u> (blood work) <u>Prescription drugs</u> <u>Durable medical equipment</u> (glucose meter)

| Total Example Cost              | \$5,600 |  |  |
|---------------------------------|---------|--|--|
| In this example, Joe would pay: |         |  |  |
| Cost Sharing                    |         |  |  |
| <u>Deductibles</u>              | \$3,000 |  |  |
| Copayments                      | \$0     |  |  |
| Coinsurance                     | \$500   |  |  |
| What isn't covered              | 1       |  |  |

Mia's Simple Fracture (in-network emergency room visit and follow up care)

| The plan's overall deductible   | \$3,200 |
|---------------------------------|---------|
| Specialist copayment            | 20%     |
| Hospital (facility) coinsurance | 20%     |
| Other coinsurance               | 20%     |

## This EXAMPLE event includes services like:

Emergency room care (including medical supplies) Diagnostic test (X-ray) Durable medical equipment (crutches) Rehabilitation services (physical therapy)

| Total Exa | Total Example Cost |  | \$2,800 |
|-----------|--------------------|--|---------|
|           |                    |  |         |

In this example, Mia would pay:

| Cost Sharing               |         |  |  |  |
|----------------------------|---------|--|--|--|
| <u>Deductibles</u>         | \$2,800 |  |  |  |
| <u>Copayments</u>          | \$0     |  |  |  |
| Coinsurance                | \$0     |  |  |  |
| What isn't covered         |         |  |  |  |
| Limits or exclusions       | \$0     |  |  |  |
| The total Mia would pay is | \$2,800 |  |  |  |

The plan would be responsible for the other costs of these EXAMPLE covered services.

\$20

\$3,520

Limits or exclusions

The total Joe would pay is

# **Nondiscrimination Notice**

BaylorScott&White Insurance Company

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 Insurance Company 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 Insurance Company does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Baylor Scott & White Insurance Company:

- 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 Insurance Company Compliance Officer at 1-214-820-8888 or send an email to HPCompliance@BSWHealth.org.

If you believe that Baylor Scott & White Insurance Company 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 Insurance Company, 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.



#### **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 (رقم

# Urdu:

کریں .(TTY: 711) کریں ۔(TTY: 711) خبردار: اگر آپ اردو ہولتے 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 दे: यद आिप हर्दि। बोलते है तो आपके लएि 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 નર્િશુલ્ક 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).