



***BSW SeniorCare Advantage Select (HMO)  
offered by Baylor Scott & White Health Plan***

**Annual Notice of Changes for 2023**

You are currently enrolled as a member of BSW SeniorCare Advantage Select (HMO). Next year, there will be changes to the plan's costs and benefits. ***Please see page 4 for a Summary of Important Costs, including Premium.***

This document tells about the changes to your plan. To get more information about costs, benefits, or rules please review the *Evidence of Coverage*, which is located on our website at [BSWHealthPlan.com/Medicare](https://BSWHealthPlan.com/Medicare). (You may also call Customer Service to ask us to mail you an *Evidence of Coverage*.)

- **You have from October 15 until December 7 to make changes to your Medicare coverage for next year.**

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**What to do now**

**1. ASK:** Which changes apply to you

- Check the changes to our benefits and costs to see if they affect you.
  - Review the changes to Medical care costs (doctor, hospital).
  - Think about how much you will spend on premiums, deductibles, and cost sharing.
- Check to see if your primary care doctors, specialists, hospitals and other providers will be in our network next year.
- Think about whether you are happy with our plan.

**2. COMPARE:** Learn about other plan choices

- Check coverage and costs of plans in your area. Use the Medicare Plan Finder at [www.medicare.gov/plan-compare](https://www.medicare.gov/plan-compare) website or review the list in the back of your *Medicare & You 2023* handbook.
- Once you narrow your choice to a preferred plan, confirm your costs and coverage on the plan's website.

### 3. **CHOOSE:** Decide whether you want to change your plan

- If you don't join another plan by December 7, 2022, you will stay in BSW SeniorCare Advantage Select (HMO).
- To change to a **different plan**, you can switch plans between October 15 and December 7. Your new coverage will start on **January 1, 2023**. This will end your enrollment with BSW SeniorCare Advantage Select (HMO).
- If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can switch plans or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

### **Additional Resources**

- This document is available for free in Spanish.
- Please contact our Customer Service number at 1-866-334-3141 for additional information. (TTY users should call 711.) Hours are 7 a.m. – 8 p.m., seven days a week (including major holidays).
- This information is also available in alternate formats (e.g. large print).
- **Coverage under this Plan qualifies as Qualifying Health Coverage (QHC)** and satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at [www.irs.gov/Affordable-Care-Act/Individuals-and-Families](http://www.irs.gov/Affordable-Care-Act/Individuals-and-Families) for more information.

### **About BSW SeniorCare Advantage Select (HMO)**

- BSW SeniorCare Advantage HMO is offered by Baylor Scott & White Health Plan, a Medicare Advantage organization with a Medicare contract. Enrollment in BSW SeniorCare Advantage depends on contract renewal with Medicare.
- When this document says "we," "us," or "our," it means Baylor Scott & White Health Plan. When it says "plan" or "our plan," it means BSW SeniorCare Advantage Select (HMO).

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## ***Annual Notice of Changes for 2023***

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## Summary of Important Costs for 2023

The table below compares the 2022 costs and 2023 costs for BSW SeniorCare Advantage Select (HMO) in several important areas. **Please note this is only a summary of costs.**

Cost	2022 (this year)	2023 (next year)
<b>Monthly plan premium</b> (See Section 1.1 for details.)	\$0	\$0
<b>Maximum out-of-pocket amount</b> This is the <u>most</u> you will pay out-of-pocket for your covered Part A and Part B services. (See Section 1.2 for details.)	\$5,900	\$5,900
<b>Doctor office visits</b>	Primary care visits: \$0 copay per visit.  Specialist visits: \$25 copay per visit.	Primary care visits: \$0 copay per visit.  Specialist visits: \$25 copay per visit.
<b>Inpatient hospital stays</b>	<b>Inpatient Acute Maximum Out-of-Pocket:</b> \$1,950 every stay.  <b>Inpatient hospital stay</b> Days 1 - 6: \$325 copay each day. Days 7 - 90: \$0 copay each day.  Cost per lifetime reserve day: Days 1 - 6: \$325 copay for each Medicare-covered hospital stay. Days 7 - 60: \$325 copayment for each Medicare-covered hospital stay.	<b>Inpatient Acute Maximum Out-of-Pocket:</b> \$1,950 every stay.  <b>Inpatient hospital stay</b> Days 1 - 6: \$325 copay each day. Days 7 - 90: \$0 copay each day.  Cost per lifetime reserve day: Days 1 - 6: \$325 copay for each Medicare-covered hospital stay. Days 7 - 60: \$325 copayment for each Medicare-covered hospital stay.

## SECTION 1 Changes to Benefits and Costs for Next Year

### Section 1.1 – Changes to the Monthly Premium

Cost	2022 (this year)	2023 (next year)
<b>Monthly premium</b> (You must also continue to pay your Medicare Part B premium.)	\$0	\$0
	BSW SeniorCare Advantage Select (HMO) pays \$50 toward your Part B premium. This reduction is applied on your Social Security check. For questions about social security, please contact Social Security or visit <a href="https://www.ssa.gov">SSA.gov</a> for more information.	BSW SeniorCare Advantage Select (HMO) pays \$50 toward your Part B premium. This reduction is applied on your Social Security check. For questions about social security, please contact Social Security or visit <a href="https://www.ssa.gov">SSA.gov</a> for more information.

### Section 1.2 – Changes to Your Maximum Out-of-Pocket Amount

Medicare requires all health plans to limit how much you pay “out-of-pocket” for the year. This limit is called the “maximum out-of-pocket amount.” Once you reach this amount, you generally pay nothing for covered Part A and Part B services for the rest of the year.

Cost	2022 (this year)	2023 (next year)
<b>Maximum out-of-pocket amount</b> Your costs for covered medical services (such as copays) count toward your maximum out-of-pocket amount.	\$5,900	\$5,900
		Once you have paid \$5,900 out-of-pocket for covered Part A and Part B services, you will pay nothing for your covered Part A and Part B services for the rest of the calendar year.

### Section 1.3 – Changes to the Provider Network

An updated *Provider Directory* is located on our website at [BSWHealthPlan.com/Medicare](https://BSWHealthPlan.com/Medicare). You may also call Customer Service for updated provider information or to ask us to mail you a *Provider Directory*.

There are changes to our network of providers for next year. **Please review the 2023 Provider Directory to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.**

It is important that you know that we may make changes to the hospitals, doctors and specialists (providers) that are part of your plan during the year. If a mid-year change in our providers affects you, please contact Customer Service so we may assist.

### Section 1.4 – Changes to Benefits and Costs for Medical Services

We are making changes to costs and benefits for certain medical services next year. The information below describes these changes.

Cost	2022 (this year)	2023 (next year)
<b>Ambulatory Surgical Center Services</b>	You pay \$275 copay for Medicare-covered surgery services at an ambulatory surgical center.  Prior Authorization is required.	You pay \$250 copay for Medicare-covered surgery services at an ambulatory surgical center.  Prior Authorization is required.
<b>Dental Services</b>	<b><u>In- and Out-of Network</u></b>  Diagnostic services: One service every six months.  Extractions: You pay 50% coinsurance for each extraction service.  One oral surgery for simple and surgical extractions are covered once every five years.	<b><u>In- and Out-of-Network</u></b>  Diagnostic visits: One service every three years.  Extractions: You pay 50% coinsurance for each extraction service.  Extractions unlimited.

Cost	2022 (this year)	2023 (next year)
<b>Dental Services (continued)</b>	<p>Endodontics services: Not offered.</p> <p>Periodontics: Not offered.</p> <p>Prosthodontics and other oral/maxillofacial surgery services.</p> <p>One oral surgery for simple and surgical extractions are covered once every five years. Other oral surgery is covered once every five years.</p> <p>Yearly benefit maximum: \$2,000 for all services.</p>	<p>Endodontics: You pay 50% coinsurance for each endodontic service.</p> <p>Root canal one per tooth per lifetime.</p> <p>Periodontics: You pay 50% coinsurance for each periodontic service.</p> <p>One service every three years.</p> <p>Prosthodontics and other oral/maxillofacial surgery services.</p> <p>Dentures through prosthodontist once every five years.</p> <p>Yearly benefit maximum: \$2,500 for all services.</p>
<b>Diabetic Services and Supplies</b>	<p>Prior Authorization is not required.</p> <p>No restrictions for diabetic supplies.</p>	<p>Prior Authorization may be required.</p> <p>Coverage for glucose monitors and test strips is limited to Accu-Chek and OneTouch brands produced by Roche and Lifescan. Coverage for continuous glucose monitors (CGM) is limited to FreeStyle Libre and Dexcom brands.</p> <p>Non-preferred diabetic test strips and glucometers,</p>

Cost	2022 (this year)	2023 (next year)
<b>Diabetic Services and Supplies (continued)</b>		diabetic test strips over the Medicare-covered quantity limits and continuous glucose monitors (CGM) require prior authorization.
<b>In-Home Support Services</b>	Up to 20 hours of assistance in performing activities of daily living (ADLs) yearly for \$0 copay.	No longer offered.
<b>Medicare Part B Prescription Drugs – Step Therapy</b>	No step therapy requirement for Medicare Part B prescription drugs.	Medicare Part B prescription drugs may be subject to a step therapy requirement. Refer to the 2023 Evidence of Coverage for additional information.
<b>Outpatient Mental Health Specialty Services</b>	<p>You pay \$40 copay for each Medicare-covered individual therapy visit.</p> <p>You pay \$40 copay for each Medicare-covered group therapy visit.</p>	<p>You pay \$30 copay for each Medicare-covered individual therapy visit.</p> <p>You pay \$30 copay for each Medicare-covered group therapy visit.</p>
<b>Outpatient Psychiatrist Services</b>	<p>You pay \$40 copay for each Medicare-covered individual therapy visit with a psychiatrist.</p> <p>You pay \$40 copay for each Medicare-covered group therapy visit with a psychiatrist.</p>	<p>You pay \$30 copay for each Medicare-covered individual therapy visit with a psychiatrist.</p> <p>You pay \$30 copay for each Medicare-covered group therapy visit with a psychiatrist.</p>
<b>Outpatient Surgery (at an Outpatient Facility)</b>	<p>You pay \$350 copay for Medicare-covered outpatient hospital surgical services.</p> <p>Prior Authorization is required.</p>	<p>You pay \$325 copay for Medicare-covered outpatient hospital surgical services.</p> <p>Prior Authorization is required.</p>



Cost	2022 (this year)	2023 (next year)
<p><b>Podiatry Services (Medicare-covered)</b></p>	<p>You pay \$45 copay for each Medicare-covered podiatry visit.</p>	<p>You pay \$40 copay for each Medicare-covered podiatry visit.</p>
<p><b>Skilled Nursing Facility (SNF) Care</b></p>	<p>You pay Days 1 - 20: \$0 copay each day. Days 21 - 100: \$188 copay each day for each Medicare-covered SNF stay.</p> <p>Plan covers up to 100 days for each benefit period.</p> <p>Prior Authorization is required.</p>	<p>You pay Days 1 - 20: \$0 copay each day. Days 21 - 100: \$196 copay each day for each Medicare-covered SNF stay.</p> <p>Plan covers up to 100 days for each benefit period.</p> <p>Prior Authorization is required.</p>
<p><b>Worldwide Emergency/Urgent Services</b></p> <p>Worldwide coverage is available outside the 50 United States or U.S. Territories. When claims are incurred, members should pay the provider charges, then submit a claim for reimbursement to Baylor Scott &amp; White Health Plan using our standard medical claim form. A copy of the provider bill and proof of payment must also be included. A medical claim form may be found on our website at <a href="http://BSWHealthPlan.com">BSWHealthPlan.com</a> under the Member Resources section, then under Forms and Helpful Links.</p>	<p>Not offered.</p>	<p>You pay \$0 copay for each emergency care visit worldwide.</p> <p>You pay \$0 copay for each urgent care visit worldwide.</p> <p>You pay \$0 copay for each emergency/urgent transportation service worldwide.</p> <p>\$5,000 maximum plan benefit coverage amount.</p>

## SECTION 2 Administrative Changes

Description	2022 (this year)	2023 (next year)
New Website for BSW SeniorCare Advantage Member Information	advantage.swhp.org	<a href="https://www.bswhealthplan.com/Medicare">BSWHealthPlan.com/Medicare</a>

## SECTION 3 Deciding Which Plan to Choose

### Section 3.1 – If you want to stay in BSW SeniorCare Advantage Select (HMO)

**To stay in our plan, you don't need to do anything.** If you do not sign up for a different plan or change to Original Medicare by December 7, you will automatically be enrolled in our BSW SeniorCare Advantage Select (HMO).

### Section 3.2 – If you want to change plans

We hope to keep you as a member next year but if you want to change plans for 2023 follow these steps:

#### Step 1: Learn about and compare your choices

- You can join a different Medicare health plan,
- -- OR-- You can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan. If you do not enroll in a Medicare drug plan, there may be a potential Part D late enrollment penalty.

To learn more about Original Medicare and the different types of Medicare plans, use the Medicare Plan Finder ([www.medicare.gov/plan-compare](https://www.medicare.gov/plan-compare)), read the *Medicare & You 2023* handbook, call your State Health Insurance Assistance Program (SHIP) (see Section 5), or call Medicare (see Section 7.2).

As a reminder, Baylor Scott & White Health Plan offers other Medicare health plans and Medicare prescription drug plans. These other plans may differ in coverage, monthly premiums, and cost-sharing amounts.

#### Step 2: Change your coverage

- To **change to a different Medicare health plan**, enroll in the new plan. You will automatically be disenrolled from BSW SeniorCare Advantage Select (HMO).

- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from BSW SeniorCare Advantage Select (HMO).
- To **change to Original Medicare without a prescription drug plan**, you must either:
  - Send us a written request to disenroll. Contact Customer Service if you need more information on how to do so.
  - – *or* – Contact **Medicare**, at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.

## SECTION 4 Deadline for Changing Plans

If you want to change to a different plan or to Original Medicare for next year, you can do it from **October 15 until December 7**. The change will take effect on January 1, 2023.

### Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. Examples include people with Medicaid, those who get “Extra Help” paying for their drugs, those who have or are leaving employer coverage, and those who move out of the service area.

If you enrolled in a Medicare Advantage plan for January 1, 2023, and don’t like your plan choice, you can switch to another Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without Medicare prescription drug coverage) between January 1 and March 31, 2023.

If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can change your Medicare coverage **at any time**. You can change to any other Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

## SECTION 5 Programs That Offer Free Counseling about Medicare

The State Health Insurance Assistance Program (SHIP) is an independent government program with trained counselors in every state. In Texas, the SHIP is called Texas Health Information Counseling and Advocacy Program (HICAP).

It is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. Texas Health Information Counseling and Advocacy Program (HICAP) counselors can help you with your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call Texas Health Information Counseling and Advocacy Program (HICAP) at 1-800-252-9240. You can learn more about Texas Health Information Counseling and Advocacy Program (HICAP) by visiting their website (<http://www.tdi.texas.gov/consumer/hicap>).

## SECTION 6 Programs That Help Pay for Prescription Drugs

You may qualify for help paying for prescription drugs. Below we list different kinds of help:

- **“Extra Help” from Medicare.** People with limited incomes may qualify for “Extra Help” to pay for their prescription drug costs. If you qualify, Medicare could pay up to 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not have a coverage gap or late enrollment penalty. To see if you qualify, call:
  - 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day/7 days a week;
  - The Social Security Office at 1-800-772-1213 between 8 am and 7 pm, Monday through Friday for a representative. Automated messages are available 24 hours a day. TTY users should call, 1-800-325-0778; or
  - Your State Medicaid Office (applications).
- **Help from your state’s pharmaceutical assistance program.** Texas has programs called the Texas HIV Medication Program (THMP) and the Texas Kidney Health Care Program (KHC) that help people pay for prescription drugs based on their financial need, age, or medical condition. To learn more about these programs, check with your State Health Insurance Assistance Program.
- **What if you have coverage from an AIDS Drug Assistance Program (ADAP)?** The AIDS Drug Assistance Program (ADAP) helps ADAP-eligible individuals living with HIV/AIDS have access to life-saving HIV medications. Medicare Part D prescription drugs that are also covered by ADAP qualify for prescription cost-sharing assistance through the Texas HIV Medication Program (THMP). Note: To be eligible for the ADAP operating in your State, individuals must meet certain criteria, including proof of State residence and HIV status, low income as defined by the State, and uninsured/under-insured status.

If you are currently enrolled in an ADAP, it can continue to provide you with Medicare Part D prescription cost-sharing assistance for drugs on the ADAP formulary. In order to be sure you continue receiving this assistance, please notify your local ADAP enrollment worker of any changes in your Medicare Part D plan name or policy number. For the Texas HIV Medication Program (THMP), call 1-800-255-1090.

For information on eligibility criteria, covered drugs, or how to enroll in the program, please call the Texas HIV Medication Program (THMP) at 1-800-255-1090.

## SECTION 7 Questions?

### Section 7.1 – Getting Help from BSW SeniorCare Advantage Select (HMO)

Questions? We're here to help. Please call Customer Service at 1-866-334-3141. (TTY only, call 711.) We are available for phone calls 7 a.m. – 8 p.m., seven days a week (including major holidays). Calls to these numbers are free.

#### **Read your 2023 *Evidence of Coverage* (it has details about next year's benefits and costs)**

This *Annual Notice of Changes* gives you a summary of changes in your benefits and costs for 2023. For details, look in the 2023 *Evidence of Coverage* for BSW SeniorCare Advantage Select (HMO). The *Evidence of Coverage* is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs. A copy of the *Evidence of Coverage* is located on our website at [BSWHealthPlan.com/Medicare](https://BSWHealthPlan.com/Medicare). You may also call Customer Service to ask us to mail you an *Evidence of Coverage*.

#### **Visit Our Website**

You can also visit our website at [BSWHealthPlan.com/Medicare](https://BSWHealthPlan.com/Medicare). As a reminder, our website has the most up-to-date information about our provider network (*Provider Directory*).

### Section 7.2 – Getting Help from Medicare

To get information directly from Medicare:

#### **Call 1-800-MEDICARE (1-800-633-4227)**

You can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

#### **Visit the Medicare Website**

Visit the Medicare website ([www.medicare.gov](https://www.medicare.gov)). It has information about cost, coverage, and quality Star Ratings to help you compare Medicare health plans in your area. To view the information about plans, go to [www.medicare.gov/plan-compare](https://www.medicare.gov/plan-compare).

#### **Read *Medicare & You 2023***

Read the *Medicare & You 2023* handbook. Every fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this document, you can

get it at the Medicare website (<https://www.medicare.gov/Pubs/pdf/10050-medicare-and-you.pdf>) or by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

**English:** We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-866-334-3141. Someone who speaks English/Language can help you. This is a free service.

**Spanish:** Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-866-334-3141. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

**Chinese Mandarin:** 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-866-334-3141。我们的中文工作人员很乐意帮助您。这是一项免费服务。

**Chinese Cantonese:** 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-866-334-3141。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-866-334-3141. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

**French:** Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-866-334-3141. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-866-334-3141 sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí .

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-866-334-3141. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-866-334-3141 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

**Russian:** Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-866-334-3141. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:** إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول . سيقوم شخص ما يتحدث العربية 1-866-334-3141 على مترجم فوري، ليس عليك سوى الاتصال بنا على . بمساعدتك. هذه خدمة مجانية.

**Hindi:** हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-866-334-3141 पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-866-334-3141. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

**Portugués:** Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-866-334-3141. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

**French Creole:** Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-866-334-3141. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

**Polish:** Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-866-334-3141. Ta usługa jest bezpłatna.

**Japanese:** 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-866-334-3141 にお電話ください。日本語を話す人 者が支援いたします。これは無料のサービスです。





## Aviso de No Discriminación

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Baylor Scott & White Health Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Baylor Scott & White Health Plan no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad o sexo.

Baylor Scott & White Health Plan:

- Proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:
  - Información escrita en otros formatos (letra grande y formatos electrónicos accesibles)
- Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:
  - Intérpretes capacitados
  - Información escrita en otros idiomas

Si necesita estos servicios, comuníquese con el Oficial de Cumplimiento de Baylor Scott & White Health Plan al 1-214-820-8888 o envíe un correo electrónico a [HPCompliance@BSWHealth.org](mailto:HPCompliance@BSWHealth.org).

Si cree que Baylor Scott & White Health Plan no ha brindado estos servicios o ha sido discriminado de otra manera por motivos de raza, color, nacionalidad, edad, discapacidad o sexo, puede presentar una queja formal con:

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

Línea de ayuda de cumplimiento; 1-888-484-6977 o <https://app.mycompliancereport.com/report?cid=swhp>

Puede presentar una queja en persona o por correo, en línea o por correo electrónico. Si necesita ayuda para presentar un reclamo, el Oficial de Cumplimiento está disponible para ayudarlo.

También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights (Oficina de Derechos Civiles) del Department of Health and Human Services (Departamento de Salud y Servicios Humanos) de EE. UU. de manera electrónica a través de Office for Civil Rights Complaint Portal, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o bien, por correo postal a la siguiente dirección o por teléfono a los números que figuran a continuación:

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)

Puede obtener los formularios de reclamo en el sitio web <https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>.