



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 the [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, visit <https://members.bcidaho.com/my-account/my-account-my-contract.page>. For general definitions of common terms, such as [allowed amount](#), [balance billing](#), [coinsurance](#), [copayment](#), [deductible](#), [provider](#), or other [underlined](#) terms see the Glossary. You can view the Glossary at [www.healthcare.gov/sbc-glossary](http://www.healthcare.gov/sbc-glossary) or call 1-855-230-6862 to request a copy.

| Important Questions   | Answers  | Why This Matters:   |
|---|--|---|
| What is the overall <a href="#">Deductible</a> ?                                | <a href="#">In-Network</a> \$3,000 person/\$6,000 family;<br><a href="#">Out-of-Network</a> \$18,900 person/\$37,800 family  | Generally, you must pay all of the costs from <a href="#">Providers</a> up to the <a href="#">Deductible</a> amount before this <a href="#">Plan</a> begins to pay. If you have other family members on the <a href="#">Plan</a> , each family member must meet their own individual <a href="#">Deductible</a> until the total amount of <a href="#">Deductible</a> expenses paid by all family members meets the overall family <a href="#">Deductible</a> .  |
| Are there services covered before you meet your <a href="#">Deductible</a> ?    | Yes. Generic pharmacy, child vision, immunizations or <a href="#">In-Network</a> hospice, services w/physician <a href="#">Copay</a> and <a href="#">Preventive Care</a> are covered before you meet your <a href="#">Deductible</a> .   | This <a href="#">Plan</a> covers some items and services even if you haven't yet met the <a href="#">Deductible</a> amount. But a <a href="#">Copayment</a> or <a href="#">Coinsurance</a> may apply. For example, this <a href="#">Plan</a> covers certain <a href="#">Preventive Services</a> without <a href="#">Cost Sharing</a> and before you meet your <a href="#">Deductible</a> . See a list of covered <a href="#">Preventive Services</a> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .   |
| Are there other <a href="#">Deductibles</a> for specific services ?             | Yes. \$1,000 person for <a href="#">Prescription Drugs</a> . Does not apply to generic drugs. There are no other specific <a href="#">Deductibles</a> .  | You must pay all of the costs for these services up to the specific <a href="#">Deductible</a> amount before this <a href="#">Plan</a> begins to pay for these services.  |
| What is the <a href="#">Out-of-pocket Limit</a> for this <a href="#">Plan</a> ? | For <a href="#">In-Network Provider</a> \$7,250 person/\$14,500 family For <a href="#">Out-of-Network Provider</a> \$94,500 person/\$189,000 family  | The <a href="#">Out-of-pocket Limit</a> is the most you could pay in a year for covered services. If you have other family members in this <a href="#">Plan</a> , they have to meet their own <a href="#">Out-of-pocket Limits</a> until the overall family out-of-pocket limit has been met.   |
| What is not included in the <a href="#">Out-of-pocket Limit</a> ?               | <a href="#">Premiums</a> , <a href="#">Balance-Billing</a> charges and health care this <a href="#">Plan</a> doesn't cover.  | Even though you pay these expenses, they don't count toward the <a href="#">Out-of-pocket Limit</a> .   |
| Will you pay less if you use a <a href="#">Network Provider</a> ?               | Yes, this <a href="#">Plan</a> uses the Clearwater <a href="#">Provider Network</a> North Central. For a list of <a href="#">In-Network Providers</a> , see <a href="http://www.bcidaho.com">www.bcidaho.com</a> or call 1-855-230-6862. | This <a href="#">Plan</a> uses a <a href="#">Provider Network</a> . You will pay less if you use a <a href="#">Provider</a> in the <a href="#">Plan's Network</a> . You will pay the most if you use an <a href="#">Out-of-Network Provider</a> , and you might receive a bill from a <a href="#">Provider</a> for the difference between the <a href="#">Providers</a> charge and what your <a href="#">Plan</a> pays ( <a href="#">Balance Billing</a> ). Be aware your <a href="#">Network Provider</a> might use an <a href="#">Out-of-Network Provider</a> for some services (such as lab work). Check with your <a href="#">Provider</a> before you get services. |
| Do you need a <a href="#">Referral</a> to see a <a href="#">Specialist</a> ?    | Yes.   | This <a href="#">Plan</a> will pay some or all of the costs to see a <a href="#">Specialist</a> for covered services but only if you have a <a href="#">Referral</a> before you see the <a href="#">Specialist</a> .  |



All [copayments](#) and [coinsurance](#) costs shown in this chart are after your [deductible](#) has been met, if a [deductible](#) applies.

| Common Medical Event   | Services You May Need                                   | What You Will Pay   |   | Limitations, Exceptions, & Other Important Information   |
|--|---|---|---|--|
|  |   | Network Provider<br>(You will pay the least)  | Out-of-Network Provider<br>(You will pay the most)  |  |
| If you visit a health care <a href="#">provider's</a> office or clinic | Primary care visit to treat an injury or illness        | \$20 <a href="#">Copay</a> /visit, <a href="#">Deductible</a> does not apply.   | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>  | <a href="#">Primary Care Physician</a> (PCP) must be selected from Clearwater <a href="#">Provider Network</a> North Central. All services must be coordinated/referred by PCP. <a href="#">Cost Sharing</a> may not apply to pediatric office visit. \$10 <a href="#">Copay</a> /visit for qualifying non-emergency telehealth services provided by MDLIVE. Additional telehealth services may be provided by your <a href="#">Provider</a> . |
|  | <a href="#">Specialist</a> visit                        | \$65 <a href="#">Copay</a> /visit, <a href="#">Deductible</a> does not apply.   | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>  | The <a href="#">Copay</a> does not apply to additional services.   |
|  | <a href="#">Preventive Care/Screening</a> /immunization | No charge for listed preventive, <a href="#">Screening</a> and immunization services. <a href="#">Deductible</a> does not apply.                                      | No charge for listed immunizations, 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a> for preventive and <a href="#">Screening</a> . | You may have to pay for services that aren't preventive. Ask your <a href="#">Provider</a> if the services needed are preventive. Then check what your <a href="#">Plan</a> will pay for.  |
| If you have a test   | <a href="#">Diagnostic Test</a> (x-ray, blood work)     | \$55 <a href="#">Copay</a> /service for lab work; \$100 <a href="#">Copay</a> /procedure for X-rays and diagnostic imaging; <a href="#">Deductible</a> does not apply | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>  | ----- none -----   |
|  | Imaging (CT/PET scans, MRIs)                            | \$400 <a href="#">Copay</a> /procedure, <a href="#">Deductible</a> does not apply.  | \$400 <a href="#">Copay</a> /procedure, 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>  | <a href="#">Preauthorization</a> required.   |

| Common Medical Event   | Services You May Need                            | What You Will Pay  |  | Limitations, Exceptions, & Other Important Information   |
|--|--|--|--|--|
|  |  | Network Provider<br>(You will pay the least)   | Out-of-Network Provider<br>(You will pay the most)   |  |
| <p>If you need drugs to treat your illness or condition</p> <p>More information about <a href="#">prescription drug coverage</a> is available at <a href="https://members.bcidaho.com/resources/pdfs/pharmacy/2023/2023-Blue-Cross-of-Idaho-QHP-Formulary.pdf">https://members.bcidaho.com/resources/pdfs/pharmacy/2023/2023-Blue-Cross-of-Idaho-QHP-Formulary.pdf</a></p> | Generic drugs                                    | Preferred=\$20 <a href="#">Copay</a> /prescription<br>Non-preferred=\$25 <a href="#">Copay</a> /prescription (retail and mail order)                           | Preferred=\$20 <a href="#">Copay</a> /prescription<br>Non-preferred=\$25 <a href="#">Copay</a> /prescription (retail and mail order)                           | <a href="#">Deductible</a> does not apply. Covers up to a 90 day supply with multiple <a href="#">Copays</a> . Additional <a href="#">Out-of-Network</a> charges may apply.                              |
|  | Preferred brand drugs                            | \$40 <a href="#">Copay</a> /prescription (retail and mail order)   | \$40 <a href="#">Copay</a> /prescription (retail and mail order)   | Subject to prescription <a href="#">Deductible</a> . Covers up to a 90 day supply with multiple <a href="#">Copays</a> . Additional <a href="#">Out-of-Network</a> charges may apply.                    |
|  | Non-preferred brand drugs                        | \$60 <a href="#">Copay</a> /prescription (retail and mail order)   | \$60 <a href="#">Copay</a> /prescription (retail and mail order)   | Subject to prescription <a href="#">Deductible</a> . Covers up to a 90 day supply with multiple <a href="#">Copays</a> . Additional <a href="#">Out-of-Network</a> charges may apply.                    |
|  | <a href="#">Specialty Drugs</a>                  | Preferred=30% <a href="#">Coinsurance</a><br>Non-preferred=50% <a href="#">Coinsurance</a> (retail and mail order)   | Preferred=30% <a href="#">Coinsurance</a><br>Non-preferred=50% <a href="#">Coinsurance</a> (retail and mail order)   | Subject to prescription <a href="#">Deductible</a> . Coverage may include limitations and <a href="#">Preauthorization</a> may be required. Additional <a href="#">Out-of-Network</a> charges may apply. |
| If you have outpatient surgery   | Facility fee (e.g., ambulatory surgery center)   | 50% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | <a href="#">Preauthorization</a> required.   |
|  | Physician/surgeon fees                           | 50% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | <a href="#">Preauthorization</a> required.   |
| If you need immediate medical attention  | <a href="#">Emergency Room Care</a>              | \$350 facility <a href="#">Copay</a> /visit after <a href="#">Deductible</a> ; other services 50% <a href="#">Coinsurance</a> after <a href="#">Deductible</a> | \$350 facility <a href="#">Copay</a> /visit after <a href="#">Deductible</a> ; other services 50% <a href="#">Coinsurance</a> after <a href="#">Deductible</a> | <a href="#">In-Network Cost Sharing</a> applies to both <a href="#">In-Network</a> and <a href="#">Out-of-Network</a> services. <a href="#">Copay</a> waived if admitted.                                |
|  | <a href="#">Emergency Medical Transportation</a> | 50% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | <a href="#">In-Network Cost Sharing</a> applies for air ambulance services.  |
|  | <a href="#">Urgent Care</a>                      | \$20 <a href="#">Copay</a> /visit, <a href="#">Deductible</a> does not apply.  | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | The <a href="#">Copay</a> does not apply to additional services.   |
| If you have a hospital stay  | Facility fee (e.g., hospital room)               | 50% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | <a href="#">Preauthorization</a> required.   |
|  | Physician/surgeon fee                            | 50% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | <a href="#">Preauthorization</a> required.   |

| Common Medical Event  | Services You May Need                     | What You Will Pay  |   | Limitations, Exceptions, & Other Important Information   |
|---|---|--|---|--|
|   |   | Network Provider<br>(You will pay the least)   | Out-of-Network Provider<br>(You will pay the most)                |  |
| If you have mental health, behavioral health, or substance abuse services | Outpatient services                       | \$20 <a href="#">Copay</a> /visit, <a href="#">Deductible</a> does not apply; 50% <a href="#">Coinsurance</a> after <a href="#">Deductible</a> for facility and other services | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>  | <a href="#">Cost Sharing</a> may not apply to pediatric outpatient psychotherapy. \$10 <a href="#">Copay</a> /visit for qualifying non-emergency telehealth services provided by MDLIVE. Additional telehealth services may be provided by your <a href="#">Provider</a> .   |
|   | Inpatient services                        | 50% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>  | <a href="#">Preauthorization</a> required.   |
| If you are pregnant   | Office Visits                             | 50% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>  | For pregnancy services, <a href="#">Cost Sharing</a> does not apply to certain <a href="#">Preventive Services</a> . Depending on the type of services, a <a href="#">Copay</a> , <a href="#">Coinsurance</a> or <a href="#">Deductible</a> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). |
|   | Childbirth/delivery professional services | 50% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>  | ----- none -----   |
|   | Childbirth/delivery facility services     | 50% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>  | ----- none -----   |
| If you need help recovering or have other special health needs            | <a href="#">Home Health Care</a>          | 50% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>  | ----- none -----   |
|   | <a href="#">Rehabilitation Services</a>   | \$85 <a href="#">Copay</a> /visit, <a href="#">Deductible</a> does not apply.  | 60% <a href="#">Cost Sharing</a> after <a href="#">Deductible</a> | Coverage is limited to 20 visit annual max. The <a href="#">Copay</a> does not apply to additional services.   |
|   | <a href="#">Habilitation Services</a>     | \$85 <a href="#">Copay</a> /visit, <a href="#">Deductible</a> does not apply.  | 60% <a href="#">Cost Sharing</a> after <a href="#">Deductible</a> | Coverage is limited to 20 visit annual max. The <a href="#">Copay</a> does not apply to additional services.   |
|   | <a href="#">Skilled Nursing Care</a>      | 50% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>  | Coverage is limited to 30 day annual max.  |
|   | <a href="#">Durable Medical Equipment</a> | 50% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>   | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>  | <a href="#">Preauthorization</a> required.   |
|   | <a href="#">Hospice Services</a>          | No charge, <a href="#">Deductible</a> does not apply.  | 60% <a href="#">Coinsurance</a> after <a href="#">Deductible</a>  | ----- none -----   |

| Common Medical Event                   | Services You May Need      | What You Will Pay                                     |  | Limitations, Exceptions, & Other Important Information |
|--|----------------------------|---|--|--|
|  |                            | Network Provider<br>(You will pay the least)          | Out-of-Network Provider<br>(You will pay the most)                           |  |
| If your child needs dental or eye care | Children's eye exam        | No charge, <a href="#">Deductible</a> does not apply. | 50% <a href="#">Coinsurance</a> , <a href="#">Deductible</a> does not apply. | Under the age of 19 only. VSP limits will apply.       |
|  | Children's glasses         | No charge, <a href="#">Deductible</a> does not apply. | 50% <a href="#">Coinsurance</a> , <a href="#">Deductible</a> does not apply. | Under the age of 19 only. VSP limits will apply.       |
|  | 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 other [excluded services](#).)

- Abortion, except in cases of rape, incest or when the life of the mother is endangered.
- Acupuncture
- Bariatric surgery
- Cosmetic surgery
- Dental care (Adult)
- Dental check-up (Child)
- Infertility treatment
- Long-term care
- Private-duty nursing
- 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
- Eye exam (Child)
- Glasses (Child)
- Hearing aids (Child)
- Non-emergency care when traveling outside the U.S.

## Your Rights to Continue Coverage:

### \*\* Individual health insurance -

Federal and State laws may provide protections that allow you to keep this health insurance coverage as long as you pay your **premium**. There are exceptions, however, such as if:

- You commit fraud
- The insurer stops offering services in the State
- You move outside the coverage area

For more information on your rights to continue coverage, contact the insurer at 1-855-230-6862. You may also contact your state insurance department at 1-800-721-3272.

## Your Grievance and Appeals Rights:

There are agencies that can help if you have a complaint against your [plan](#) for a denial of [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:

For any initial questions concerning a claim, or to appeal a claim or benefit decision, please contact Customer Service at 1-208-286-3828 or 1-855-230-6862, [www.bcidaho.com](http://www.bcidaho.com), or at P.O. Box 7408, Boise, ID 83707.

If your plan is subject to ERISA, you may contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform)

If your plan is fully insured or self-funded and subject to the Idaho Insurance Code, you may also receive assistance from the Idaho Department of Insurance at 1-800-721-3272 or [www.DOI.Idaho.gov](http://www.DOI.Idaho.gov)

## Does this plan provide Minimum Essential Coverage? **Yes.**

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

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

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

*To see examples of how this [plan](#) 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 [plan](#) might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your [providers](#) charge, and many other factors. Focus on the [cost sharing](#) amounts ([deductibles](#), [copayments](#) and [Coinsurance](#)) and [excluded services](#) under the [plan](#). 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 [plan's overall deductible](#) \$3,000
- [Specialist copay](#) \$65
- Hospital (facility) [coinsurance](#) 50%
- Other [coinsurance](#) 50%

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 \$12,690

**In this example, Peg would pay:**

| <i>Cost Sharing</i>               |                |
|-----------------------------------|----------------|
| <a href="#">Deductibles</a>       | \$3,000        |
| <a href="#">Copayments</a>        | \$1,360        |
| <a href="#">Coinsurance</a>       | \$2,890        |
| <i>What isn't Covered</i>         |                |
| Limits or exclusions              | \$60           |
| <b>The total Peg would pay is</b> | <b>\$7,310</b> |

**Managing Joe's type 2 Diabetes**  
(a year of routine in-network care of a well-controlled condition)

- The [plan's overall deductible](#) \$3,000
- [Specialist copay](#) \$65
- Hospital (facility) [coinsurance](#) 50%
- Other [coinsurance](#) 50%

This EXAMPLE event includes services like:

- [Primary care physician](#) office visits (*including disease education*)
- [Diagnostic tests](#) (*blood work*)
- [Prescription drugs](#)
- [Durable medical equipment](#) (*glucose meter*)

Total Example Cost \$5,830

**In this example, Joe would pay:**

| <i>Cost Sharing</i>               |                |
|-----------------------------------|----------------|
| <a href="#">Deductibles</a>       | \$1,000        |
| <a href="#">Copayments</a>        | \$1,100        |
| <a href="#">Coinsurance</a>       | \$0            |
| <i>What isn't Covered</i>         |                |
| Limits or exclusions              | \$20           |
| <b>The total Joe would pay is</b> | <b>\$2,120</b> |

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

- The [plan's overall deductible](#) \$3,000
- [Specialist copay](#) \$65
- Hospital (facility) [coinsurance](#) 50%
- Other [coinsurance](#) 50%

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 Example Cost \$2,800

**In this example, Mia would pay:**

| <i>Cost Sharing</i>               |                |
|-----------------------------------|----------------|
| <a href="#">Deductibles</a>       | \$1,980        |
| <a href="#">Copayments</a>        | \$650          |
| <a href="#">Coinsurance</a>       | \$0            |
| <i>What isn't Covered</i>         |                |
| Limits or exclusions              | \$0            |
| <b>The total Mia would pay is</b> | <b>\$2,630</b> |

The [plan](#) would be responsible for the other costs of these EXAMPLE covered services.

## DISCRIMINATION IS AGAINST THE LAW

Blue Cross of Idaho and Blue Cross of Idaho Care Plus, Inc., (collectively referred to as Blue Cross of Idaho) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Blue Cross of Idaho does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Blue Cross of Idaho:

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

If you need these services, contact Blue Cross of Idaho Customer Service Department. Call 1-800-627-1188 (TTY: 711), or call the customer service phone number on the back of your card. If you believe that Blue Cross of Idaho 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 Blue Cross of Idaho's Grievances and Appeals Department at:

Manager, Grievances and Appeals 3000 E. Pine Ave., Meridian, ID 83642 Telephone:  
1-800-274-4018  
Fax: 208-331-7493  
Email: [grievances&appeals@bcidaho.com](mailto:grievances&appeals@bcidaho.com) TTY: 711

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Grievances and Appeals team 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, DC 20201, 1-800-368-1019, 800-537-7697 (TTY). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

**ATTENTION:** If you speak Arabic, Bantu, Chinese, Farsi, French, German, Japanese, Korean, Nepali, Romanian, Russian, Serbo-Croatian, Spanish, Tagalog, or Vietnamese, language assistance services, free of charge, are available to you. Call 1-800-627-1188 (TTY: 711).

**Arabic:** انتبه: إذا كنت تتحدث اللغة العربية ، فإن خدمات المساعدة اللغوية متاحة لك مجانًا اتصل على 1-800-627-1188 (للصم والبكم: 711).

**Bantu:** ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona 1-800-627-1188 (TTY: 1-800-377-1363).

**Chinese:** 注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 1-800-627-1188 (TTY:711)。

**Farsi:** توجه: اگر به زبان فارسی صحبت می کنید، خدمات رایگان پشتیبانی زبان، در دسترس شما است. شماره تماس 1-800-627-1188 (TTY:711).

**French:** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-627-1188 (ATS : 711).

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-627-1188 (TTY: 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。1-800-627-1188 (TTY:711) まで、お電話にてご連絡ください。

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-627-1188 (TTY: 711)번으로 전화해 주십시오.

**Nepali:** ध्यान दनुहोस्: तपाइंले नेपाली बोलनुहुन्छ भने तपाइंको नमिति भाषा सहायता सेवाहरू नि:शुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-627-1188 (टटिवाइ: 711) ।

**Romanian:** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-800-627-1188 (TTY: 711).

**Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-627-1188 (телетайп: 711).

**Serbo-Croatian:** OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-627-1188 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-627-1188 (TTY: 711).

**Tagalog:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-627-1188 (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 1-800-627-1188 (TTY: 711).