 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, go to [www.Medica.com/BoldPolicies-24](http://www.Medica.com/BoldPolicies-24) or call 1-877-335-8984. 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 1-877-335-8984 to request a copy.

| Important Questions                                         | Answers                                                                                                                                                                  | Why This Matters:                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What is the overall deductible?                             | \$9,450 individual / \$18,900 family for network services. There is no coverage for non-network services.                                                                | Generally, you must pay all of the costs from providers up to the deductible amount before this plan begins to pay. If you have other family members on the plan, each family member must meet their own individual deductible until the total amount of deductible expenses paid by all family members meets the overall family deductible.                                                                                                                         |
| Are there services covered before you meet your deductible? | Yes. Preventive care, preventive prescriptions, prenatal care and copay services from network providers are covered before you meet your deductible.                     | This plan covers some items and services even if you haven't yet met the deductible amount. But a copayment or coinsurance may apply. For example, this plan covers certain preventive services without cost sharing and before you meet your deductible. See a list of covered preventive services at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .                   |
| Are there other deductibles for specific services?          | No.                                                                                                                                                                      | You don't have to meet deductibles for specific services.                                                                                                                                                                                                                                                                                                                                                                                                            |
| What is the out-of-pocket limit for this plan?              | \$9,450 individual / \$18,900 family for network services. There is no coverage for non-network services.                                                                | The out-of-pocket limit is the most you could pay in a year for covered services. If you have other family members in this plan, they have to meet their own out-of-pocket limits until the overall family out-of-pocket limit has been met.                                                                                                                                                                                                                         |
| What is not included in the out-of-pocket limit?            | Premiums, balance-billing charges (unless balanced billing is prohibited), 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 network provider?            | Yes. See <a href="http://www.Medica.com/SearchBoldNetwork-24">www.Medica.com/SearchBoldNetwork-24</a> or call 1-877-335-8984 (TTY: 711) for a list of network providers. | This plan uses a provider network. You will pay less if you use a provider in the plan's network. You will pay the most if you use an out-of-network provider, and you might receive a bill from a provider for the difference between the provider's charge and what your plan pays (balance billing). Be aware, your network provider might use an out-of-network provider for some services (such as lab work). Check with your provider before you get services. |
| Do you need a referral to see a specialist?                 | No.                                                                                                                                                                      | You can see the specialist you choose without a referral.                                                                                                                                                                                                                                                                                                                                                                                                            |



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

| Common Medical Event                                          | Services You May Need                                   | What You Will Pay                                                                                                                                                                                                                                                                                                                                             |                                                 | Limitations, Exceptions, & Other Important Information                                                                                                                                      |
|---------------------------------------------------------------|---------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                               |                                                         | Network Provider<br>(You will pay the least)                                                                                                                                                                                                                                                                                                                  | Non-Network Provider<br>(You will pay the most) |                                                                                                                                                                                             |
| <b>If you visit a health care provider's office or clinic</b> | Primary care visit to treat an injury or illness        | Primary care: \$15 <a href="#">copay</a> for first 3 clinic visits/year. <a href="#">Deductible</a> does not apply. After first 3 visits, 0% <a href="#">coinsurance</a><br>Retail health clinics: \$15 <a href="#">copay</a> for first 3 clinic visits/year. <a href="#">Deductible</a> does not apply. After first 3 visits, 0% <a href="#">coinsurance</a> | Not covered                                     | First 3 visit limit applies to primary care visits, including retail health clinics.                                                                                                        |
|                                                               | <a href="#">Specialist</a> visit                        | 0% <a href="#">coinsurance</a>                                                                                                                                                                                                                                                                                                                                | Not covered                                     | Chiropractic care covered at 0% <a href="#">coinsurance</a> after <a href="#">deductible</a> .                                                                                              |
|                                                               | <a href="#">Preventive care/screening</a> /immunization | No charge. <a href="#">Deductible</a> does not apply.                                                                                                                                                                                                                                                                                                         | Not covered                                     | You may have to pay for services that aren't preventive. Ask your <a href="#">provider</a> if the services you need are preventive. Then check what your <a href="#">plan</a> will pay for. |
| <b>If you have a test</b>                                     | <a href="#">Diagnostic test</a> (x-ray, blood work)     | 0% <a href="#">coinsurance</a>                                                                                                                                                                                                                                                                                                                                | Not covered                                     | None                                                                                                                                                                                        |
|                                                               | Imaging (CT/PET scans, MRIs)                            | 0% <a href="#">coinsurance</a>                                                                                                                                                                                                                                                                                                                                | Not covered                                     | *May require prior authorization.                                                                                                                                                           |

| Common Medical Event                                                                                                                                                                                                                                              | Services You May Need                            | What You Will Pay                                                                            |                                                 | Limitations, Exceptions, & Other Important Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|----------------------------------------------------------------------------------------------|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                   |                                                  | Network Provider<br>(You will pay the least)                                                 | Non-Network Provider<br>(You will pay the most) |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>If you need drugs to treat your illness or condition</b><br>More information about <a href="http://www.Medica.com/MNDrugList-24">prescription drug coverage</a> is available at <a href="http://www.Medica.com/MNDrugList-24">www.Medica.com/MNDrugList-24</a> | Generic drugs                                    | Preferred Generic: 0% <a href="#">coinsurance</a><br>Generic: 0% <a href="#">coinsurance</a> | Not covered                                     | Up to a 31-day supply per prescription. *May require prior authorization. Insulin: Your cost-share will not exceed \$25 per retail prescription unit. *Refer to the Exceptions to the Drug List section of your Policy of Coverage for more details. No charge for preventive drugs, including some Over the Counter drugs obtained with a prescription. The list of covered drugs changes periodically. Notification of changes will be available 30 days prior to the change taking effect. Amounts reimbursed or paid by a <a href="#">provider</a> or manufacturer, on your behalf for a product or service, will not apply toward your cost share. |
|                                                                                                                                                                                                                                                                   | Preferred brand drugs                            | 0% <a href="#">coinsurance</a>                                                               | Not covered                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                                                                                                                                                                                                                                                                   | Non-Preferred brand drugs                        | 0% <a href="#">coinsurance</a>                                                               | Not covered                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                                                                                                                                                                                                                                                                   | <a href="#">Specialty drugs</a>                  | 0% <a href="#">coinsurance</a>                                                               | Not covered                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>If you have outpatient surgery</b>                                                                                                                                                                                                                             | Facility fee (e.g., ambulatory surgery center)   | 0% <a href="#">coinsurance</a>                                                               | Not covered                                     | *May require prior authorization.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                                                                                                                                                                                                                                   | Physician/surgeon fees                           | 0% <a href="#">coinsurance</a>                                                               | Not covered                                     | *May require prior authorization.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>If you need immediate medical attention</b>                                                                                                                                                                                                                    | <a href="#">Emergency room care</a>              | 0% <a href="#">coinsurance</a>                                                               | 0% <a href="#">coinsurance</a>                  | <a href="#">Network deductible</a> applies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                                                                                                                                                                                                                                                                   | <a href="#">Emergency medical transportation</a> | 0% <a href="#">coinsurance</a>                                                               | 0% <a href="#">coinsurance</a>                  | <a href="#">Network deductible</a> applies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                                                                                                                                                                                                                                                                   | <a href="#">Urgent care</a>                      | 0% <a href="#">coinsurance</a>                                                               | 0% <a href="#">coinsurance</a>                  | <a href="#">Network deductible</a> applies. If a non-network <a href="#">provider</a> charges more than the <a href="#">allowed amount</a> , you may have to pay the difference ( <a href="#">balance billing</a> ).                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>If you have a hospital stay</b>                                                                                                                                                                                                                                | Facility fee (e.g., hospital room)               | 0% <a href="#">coinsurance</a>                                                               | Not covered                                     | Limited to a 365 day maximum/period of confinement, subject to the combined day limit. *May require prior authorization.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                                                                                                                                                                                                                                                   | Physician/surgeon fees                           | 0% <a href="#">coinsurance</a>                                                               | Not covered                                     | *May require prior authorization.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

\* For more information about limitations and exceptions, see the [plan](http://www.Medica.com/BoldPolicies-24) or policy document at [www.Medica.com/BoldPolicies-24](http://www.Medica.com/BoldPolicies-24).

| Common Medical Event                                                             | Services You May Need                     | What You Will Pay                                                                                               |                                                 | Limitations, Exceptions, & Other Important Information                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                  |                                           | Network Provider<br>(You will pay the least)                                                                    | Non-Network Provider<br>(You will pay the most) |                                                                                                                                                                                                                                                                                                                                                               |
| <b>If you need mental health, behavioral health, or substance abuse services</b> | Outpatient services                       | 0% <a href="#">coinsurance</a>                                                                                  | Not covered                                     | *May require prior authorization.                                                                                                                                                                                                                                                                                                                             |
|                                                                                  | Inpatient services                        | 0% <a href="#">coinsurance</a>                                                                                  | Not covered                                     | Limited to a 365 day maximum/period of confinement, subject to the combined day limit. *May require prior authorization. Residential treatment is covered as part of inpatient services.                                                                                                                                                                      |
| <b>If you are pregnant</b>                                                       | Office visits                             | Prenatal: No charge.<br><a href="#">Deductible</a> does not apply.<br>Postnatal: 0% <a href="#">coinsurance</a> | Not covered                                     | Limited to a 365 day maximum/period of confinement, subject to the combined day limit. <a href="#">Cost sharing</a> does not apply to <a href="#">network preventive services</a> . Depending on the type of services, <a href="#">coinsurance</a> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). |
|                                                                                  | Childbirth/delivery professional services | 0% <a href="#">coinsurance</a>                                                                                  | Not covered                                     |                                                                                                                                                                                                                                                                                                                                                               |
|                                                                                  | Childbirth/delivery facility services     | 0% <a href="#">coinsurance</a>                                                                                  | Not covered                                     |                                                                                                                                                                                                                                                                                                                                                               |
| <b>If you need help recovering or have other special health needs</b>            | <a href="#">Home health care</a>          | 0% <a href="#">coinsurance</a>                                                                                  | Not covered                                     | Limited to 120 visits/year. *May require prior authorization.                                                                                                                                                                                                                                                                                                 |
|                                                                                  | <a href="#">Rehabilitation services</a>   | 0% <a href="#">coinsurance</a>                                                                                  | Not covered                                     | None                                                                                                                                                                                                                                                                                                                                                          |
|                                                                                  | <a href="#">Habilitation services</a>     | 0% <a href="#">coinsurance</a>                                                                                  | Not covered                                     | None                                                                                                                                                                                                                                                                                                                                                          |
|                                                                                  | <a href="#">Skilled nursing care</a>      | 0% <a href="#">coinsurance</a>                                                                                  | Not covered                                     | Limited to a 120 day maximum/period of confinement, subject to the combined day limit. *May require prior authorization.                                                                                                                                                                                                                                      |
|                                                                                  | <a href="#">Durable medical equipment</a> | 0% <a href="#">coinsurance</a>                                                                                  | Not covered                                     | *May require prior authorization.                                                                                                                                                                                                                                                                                                                             |
|                                                                                  | <a href="#">Hospice services</a>          | 0% <a href="#">coinsurance</a>                                                                                  | Not covered                                     | Limited to a 30 day maximum for respite care and continuous care.                                                                                                                                                                                                                                                                                             |

| Common Medical Event                   | Services You May Need      | What You Will Pay                                     |                                                 | Limitations, Exceptions, & Other Important Information                           |
|----------------------------------------|----------------------------|-------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------|
|                                        |                            | Network Provider<br>(You will pay the least)          | Non-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. | Not covered                                     | Coverage limited to end of month member turns 19.                                |
|                                        | Children's glasses         | 0% <a href="#">coinsurance</a>                        | Not covered                                     | Limited to one pair of glasses or contacts/year to end of month member turns 19. |
|                                        | Children's dental check-up | Not covered                                           | Not covered                                     | Coverage is available through a stand-alone dental policy.                       |

**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](#).)**

- |                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Abortion, elective, induced, except as medically necessary to protect the life of the mother</li><li>• Acupuncture</li><li>• Bariatric surgery</li><li>• Cosmetic surgery</li><li>• Dental care (Adult)</li></ul> | <ul style="list-style-type: none"><li>• Dental care (Child) (coverage is available through a stand-alone dental policy)</li><li>• Dental check-up</li><li>• Infertility treatment</li><li>• Long-term care</li><li>• Non-emergency care when traveling outside the U.S.</li></ul> | <ul style="list-style-type: none"><li>• Non-formulary drugs</li><li>• Private-duty nursing</li><li>• Routine eye care (Adult)</li><li>• Routine foot care except for some conditions</li><li>• Weight loss programs</li></ul> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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

- |                                                                     |                                                                |
|---------------------------------------------------------------------|----------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Chiropractic care</li></ul> | <ul style="list-style-type: none"><li>• Hearing aids</li></ul> |
|---------------------------------------------------------------------|----------------------------------------------------------------|

**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: Medica at 1-877-335-8984 or the Minnesota Department of Commerce at 651-539-1600 or 800-657-3602. Other coverage options may be available to you, too, including buying individual insurance coverage through the [Health Insurance Marketplace](#). For more information about the [Marketplace](#), visit [www.mnsure.org](http://www.mnsure.org) or call 651-539-2099 or 855-366-7873.

**Your Grievance and Appeals Rights:** There are agencies that can help if you have a complaint against your [plan](#) for a denial of a [claim](#). This complaint is called a [grievance](#) or [appeal](#). For more information about your rights, look at the explanation of benefits you will receive for that medical [claim](#). Your [plan](#) documents also provide complete information on how 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: Medica at 1-877-335-8984 or the Minnesota Department of Commerce at 651-539-1600 or 800-657-3602.

**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 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](#).

**Language Access Services:**

Spanish (Español): Para obtener asistencia en Español, llame al 1-888-592-8211.


Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-888-592-8211.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-888-592-8211.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-888-592-8211.

*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](#) **\$9,450**
- [Specialist coinsurance](#) **0%**
- [Hospital \(facility\) coinsurance](#) **0%**
- [Other coinsurance](#) **0%**

**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*)

|                           |                 |
|---------------------------|-----------------|
| <b>Total Example Cost</b> | <b>\$12,700</b> |
|---------------------------|-----------------|

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

| <i>Cost Sharing</i>               |                |
|-----------------------------------|----------------|
| <a href="#">Deductibles</a>       | \$9,450        |
| <a href="#">Copayments</a>        | \$0            |
| <a href="#">Coinsurance</a>       | \$0            |
| <i>What isn't covered</i>         |                |
| Limits or exclusions              | \$60           |
| <b>The total Peg would pay is</b> | <b>\$9,510</b> |

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

- The [plan's overall deductible](#) **\$9,450**
- [Specialist coinsurance](#) **0%**
- [Hospital \(facility\) coinsurance](#) **0%**
- [Other coinsurance](#) **0%**

**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*)

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$5,600</b> |
|---------------------------|----------------|

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

| <i>Cost Sharing</i>               |                |
|-----------------------------------|----------------|
| <a href="#">Deductibles</a>       | \$2,300        |
| <a href="#">Copayments</a>        | \$50           |
| <a href="#">Coinsurance</a>       | \$0            |
| <i>What isn't covered</i>         |                |
| Limits or exclusions              | \$0            |
| <b>The total Joe would pay is</b> | <b>\$2,350</b> |

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

- The [plan's overall deductible](#) **\$9,450**
- [Specialist coinsurance](#) **0%**
- [Hospital \(facility\) coinsurance](#) **0%**
- [Other coinsurance](#) **0%**

**This EXAMPLE event includes services like:**  
[Emergency room care](#) (*including medical supplies*)  
[Diagnostic test](#) (*x-ray*)  
[Durable medical equipment](#) (*crutches*)  
[Rehabilitation services](#) (*physical therapy*)

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$2,800</b> |
|---------------------------|----------------|

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

| <i>Cost Sharing</i>               |                |
|-----------------------------------|----------------|
| <a href="#">Deductibles</a>       | \$2,800        |
| <a href="#">Copayments</a>        | \$0            |
| <a href="#">Coinsurance</a>       | \$0            |
| <i>What isn't covered</i>         |                |
| Limits or exclusions              | \$0            |
| <b>The total Mia would pay is</b> | <b>\$2,800</b> |

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

### Discrimination is Against the Law

Medica complies with applicable Federal civil rights laws and will not discriminate against any person on the basis of race, color, national origin, age, disability or sex. Medica:

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

If you need these services, call the number included in this document or on the back of your Medica ID card. If you believe that Medica 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: Civil Rights Coordinator, Mail Route CP250, PO Box 9310, Minneapolis, MN 55443-9310, 952-992-3422 (phone/fax), TTY 711, [civilrightscordinator@medica.com](mailto:civilrightscordinator@medica.com).

You can file a grievance in person or by mail, fax, or email. You may also contact the Civil Rights Coordinator if you need assistance with filing a complaint.

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, 800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

### If you want free help translating this information, call the number included in this document or on the back of your Medica ID card.

Si desea asistencia gratuita para traducir esta información, llame al número que figura en este documento o en la parte posterior de su tarjeta de identificación de Medica.

Yog koj xav tau kev pab dawb kom txhais daim ntawv no, hu raus xov tooj nyob hauv daim ntawv no los yog nyob nraum qab ntawm koj daim npav Medica ID.

如果您需要免費翻譯此資訊，請致電本文檔中或者在您的Medica ID卡背面包含的號碼。

Nếu quý vị muốn trợ giúp dịch thông tin này miễn phí, hãy gọi vào số có trong tài liệu này hoặc ở mặt sau thẻ ID Medica của quý vị.

Odeeffannoo kana gargaarsa tolaan akka isinii hiikamu yoo barbaaddan, lakkoobsa barruu kana keessatti argamu ykn ka dugda kaardii Waraqaa Eenyummaa Medica irra jiruun bilbila'a.

إذا كنت تريد مساعدة مجانية في ترجمة هذه المعلومات، فاتصل على الرقم الوارد في هذه الوثيقة أو على ظهر بطاقة تعريف ميديكا الخاصة بك.

Если Вы хотите получить бесплатную помощь в переводе этой информации, позвоните по номеру телефона, указанному в данном документе и на обратной стороне Вашей идентификационной карты Medica.

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນການແປຂໍ້ມູນນີ້ຟຣີ, ໃຫ້ໂທຫາເລກໝາຍທີ່ມີຢູ່ໃນເອກະສານນີ້ ຫຼື ຢູ່ດ້ານຫຼັງຂອງບັດ Medica ຂອງທ່ານ.

이 정보를 번역하는 데 무료로 도움을 받고 싶으시면, 이 문서에 포함된 전화번호나 Medica ID 카드 뒷면의 전화번호로 전화하십시오.

Si vous voulez une assistance gratuite pour traduire ces informations, appelez le numéro indiqué dans ce document ou au dos de votre carte d'identification Medica.

နမူနာအား တစ်ကိုင်ဖတ်စားကလေးနဲ့ နားတော်ကိုင်ကိုင်အေးလေးအကလေးနဲ့ ကိတ်လိတ်စိနီနီကို လာအပတ် ယှဉ်လေးလိတ်လိတ်စိအပူအေးမှတစ်ဆင့် နေ့စဉ်အလုပ်အကိုင်အား ကျွန်ုပ်တို့အဖို့ အထောက်အကူပြုပေးပါမည်။

Kung nais mo ng libreng tulong sa pagsasalain ng impormasyong ito, tawagan ang numero na kasama sa dokumentong ito o sa likod ng iyong Kard ng Medica ID.

ይህን መረጃ ለመተርጎም ገንዘብ አይኖርም ለሆነ በዝነ ሰነድ ውስጥ ያለውን ቁጥር ወይም Medica መታወቂያ ካርድ ላይ በስተጀርባ ያለውን ደደውሉ።

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Díí t'áá jíík'e shá ata' hodooniñ nínízingo éí ninaaltsoos Medica bee néího' dízínígi bine'déé' námboo biká'ígííji' béesh bee hodiílnih.

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