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, contact Moda Health at www.modahealth.com or by calling 1-888-217-2363. 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 or call 1-888-217-2363 to request a copy.

Important Questions	Answers	Why This Matters:	
What is the overall <u>deductible</u> ?	\$0 at Indian Health Care Provider (IHCP) or with IHCP referral at non-IHCP. For non-IHCP network providers \$3,000 individual / \$6,000 family. <u>Out-of-network providers</u> are not covered without IHCP referral.	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .	
Are there services covered before you meet your <u>deductible</u> ?	Yes. Services received at an IHCP or with an IHCP referral are covered at no charge. In-network preventive care, primary care, specialist, urgent care, virtual visits, office visits for outpatient mental health and substance use disorder, outpatient rehabilitation services and habilitation services, children's eye exams and children's dental check-up services, as well as most in and out of network prescription medications are covered before you meet your <u>deductible</u> .	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> .	
Are there other <u>deductibles</u> for specific services?	No.	You don't have to meet deductibles for specific services.	
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	For <u>network providers</u> \$8,700 individual / \$17,400 family. <u>Out-of-network providers</u> are not covered.	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.	
What is not included in the out-of-pocket limit?	Premiums, balance-billing charges, expenses incurred due to brand substitution and health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket</u> <u>limit</u> .	
Will you pay less if you use a <u>network provider</u> ?	Yes. See <u>www.modahealth.com</u> or call 1-888-217-2363 for a list of <u>network providers</u> .	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware, your <u>network</u> <u>provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.	

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

All <u>copayment</u> and <u>coinsurance</u> costs shown in this chart are after your <u>deductible</u> has been met, if a <u>deductible</u> applies.

			What You Will Pay		
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP In-Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Primary care visit to treat an injury or illness	No charge	\$35 <u>copay</u> /office visit; \$10 <u>copay</u> /virtual care visit; No charge/CirrusMD virtual visit <u>deductible</u> does not apply	Not covered	<u>Cost sharing</u> waived at non-IHCP with IHCP referral. If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
If you visit a health care <u>provider's</u> office or clinic	<u>Specialist</u> visit	No charge	<ul> <li>\$70 <u>copay</u>/office visit,</li> <li>\$10 <u>copay</u>/virtual care visit;</li> <li>\$35 <u>copay</u>/acupuncture and spinal manipulation visits;</li> <li>\$45 <u>copay</u>/hearing exam visit;</li> <li>No charge/CirrusMD virtual visit <u>deductible</u> does not apply</li> </ul>	Not covered	Office visits by naturopaths, acupuncturists and chiropractors are specialist visits. Naturopathic substances are not covered. Calendar year maximum of 12 visits for acupuncture and 20 visits for spinal manipulation. Prior authorization is required for some spinal manipulation. Failure to get prior authorization results in denial. Cost sharing waived at non-IHCP with IHCP referral. If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
	Preventive care/screening/ Immunization	No charge	No charge for most services. \$35 <u>copay</u> /visit, <u>deductible</u> does not apply or 35% <u>coinsurance</u> for remaining services.	Not covered	You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for.
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	No charge	35% <u>coinsurance</u>	Not covered	Includes other tests such as EKG, allergy testing and sleep study. <u>Cost sharing</u> waived at non- IHCP with IHCP <u>referral</u> . If an <u>out-of-network</u> <u>provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance</u> <u>billing</u> ).

	What You Will Pay				
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP In-Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
lf you have a test	Imaging (CT/PET scans, MRIs)	No charge	35% <u>coinsurance</u>	Not covered	Prior authorization is required for many services. Failure to get prior authorization results in denial. Cost sharing waived at non- IHCP with IHCP referral. If an out-of-network provider charges more than the allowed amount, you may have to pay the difference (balance billing).
	Value drug tier	No charge	\$2 <u>copay</u> /retail prescription, \$6 <u>copay</u> / 90-day retail and mail order prescription; <u>deductible</u> does not apply	\$2 <u>copay</u> /retail prescription, <u>deductible</u> does not apply	Covers up to a 30-day supply (retail pharmacy) and 90-day supply (mail order and participating retail pharmacies). One <u>copay</u> for each 30-day supply. <u>Prior</u>
	Generic drugs (Select tier)	No charge	\$20 <u>copay</u> /retail prescription, \$60 <u>copay</u> / 90-day retail and mail order prescription; <u>deductible</u> does not apply	\$20 <u>copay</u> /retail prescription, <u>deductible</u> does not apply	authorization may be required. Mail order at a Moda Health designated mail order pharmacy only.
If you need drugs to treat your illness or condition More information	Preferred brand drug tier	No charge	40% <u>coinsurance</u> , <u>deductible</u> does not apply	40% <u>coinsurance</u> , <u>deductible</u> does not apply	\$80 maximum cost share 30-day supply and \$240 maximum cost share 90-day supply for insulin; <u>deductible</u> does not apply.
about <u>prescription</u> <u>drug</u> <u>coverage</u> is available at	Non-preferred brand drug tier	No charge	50% coinsurance	50% coinsurance	Covers up to a 30-day supply for most specialty. Prior authorization may be required. Moda Health designated pharmacy
<u>www.modahealth.com/</u> p <u>dl</u>	<u>Specialty drug</u> tier	No charge	40% <u>coinsurance</u> for preferred, <u>deductible</u> does not apply 50% <u>coinsurance</u> for non- preferred	Not covered	Cost sharing for anticancer medication is         35% coinsurance.         Cost sharing waived at non-IHCP with IHCP referral. If an out-of-network provider charges more than the allowed amount, you may have to pay the difference (balance billing).

			What You Will Pay		
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP In-Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you have outpatient	Facility fee (e.g., ambulatory surgery center)	No charge	35% coinsurance	Not covered	Prior authorization may be required. Failure to get prior authorization results in denial. Cost sharing waived at non-IHCP with IHCP referral. If an out-of-
surgery	Physician / surgeon fees	No charge	35% <u>coinsurance</u>	Not covered	<u>network provider</u> charges more than the <u>allowed</u> <u>amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
	Emergency room care	No charge	35% <u>coinsurance</u>	35% <u>coinsurance</u>	<u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
If you need immediate medical attention	Emergency medical transportation	No charge	35% <u>coinsurance</u>	35% <u>coinsurance</u>	<u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
	Urgent care	No charge	\$70 <u>copav</u> /office visit; \$10 <u>copav</u> /virtual care visit; No charge/CirrusMD virtual visit; <u>deductible</u> does not apply	Not covered	Cost sharing waived at non-IHCP with IHCP referral. If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
If you have a	Facility fee (e.g., hospital room)	No charge	35% coinsurance	Not covered	Prior authorization is required for many services. Failure to get prior authorization results in denial. Cost sharing waived at non-IHCP with IHCP referral.
hospital stay	Physician / surgeon fees	No charge	35% coinsurance	Not covered	If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
If you need mental health, behavioral health, or substance abuse services	Outpatient services	No charge	\$35 <u>copay</u> /office visit; \$10 <u>copay</u> /virtual care visit; No charge/CirrusMD virtual visit; <u>deductible</u> does not apply. 35% <u>coinsurance</u> for other outpatient services.	Not covered	Prior authorization is required for some outpatient behavioral health services. Failure to obtain <u>prior</u> <u>authorization</u> results in denial. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network</u> <u>provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).

		What You Will Pay			
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP In-Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you need mental health, behavioral health, or substance abuse services	Inpatient services	No charge	35% coinsurance	Not covered	Prior authorization is required. Failure to obtain prior authorization results in denial. Cost sharing waived at non-IHCP with IHCP referral. If an out-of-network provider charges more than the allowed amount, you may have to pay the difference (balance billing).
	Office visits	No charge	35% coinsurance	Not covered	<u>Cost sharing</u> does not apply for <u>preventive</u> <u>services</u> . Depending on the type of services, a <u>copay</u> ,
lf you are pregnant	Childbirth/delivery professional services	No charge	35% <u>coinsurance</u>	Not covered	<u>coinsurance</u> or <u>deductible</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e., ultrasound). <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network</u>
	Childbirth/delivery facility services	No charge	35% coinsurance	Not covered	provider charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
	Home health care	No charge	35% coinsurance	Not covered	Cost sharing waived at non-IHCP with IHCP referral. If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
If you need help recovering or have other special health needs	Rehabilitation services	No charge	\$70 <u>copay</u> /outpatient visit, <u>deductible</u> does not apply. 35% <u>coinsurance</u> for inpatient	Not covered	Calendar year maximum of 30 sessions for outpatient rehabilitation and habilitation; and up to 60 rehabilitation sessions to treat neurologic conditions. Calendar year maximum of 30 days for
	Habilitation services	No charge	\$70 <u>copay</u> /outpatient visit, <u>deductible</u> does not apply. 35% <u>coinsurance</u> for inpatient	Not covered	inpatient rehabilitation and habilitation or 60 days rehabilitation for head or spinal cord injury. Limits apply separately to rehabilitative and habilitative services. <u>Prior authorization</u> may be required. Failure to get <u>prior authorization</u> results in denial.

			What You Will Pay		
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP In- Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	<u>Skilled nursing</u> <u>care</u>	No charge	35% <u>coinsurance</u>	Not covered	Calendar year maximum of 60 days. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed</u> <u>amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
If you need help recovering or have other special health needs	Durable medical equipment	No charge	35% <u>coinsurance;</u> 67% <u>coinsurance</u> for wigs	Not covered	Includes supplies and prosthetics. Frequency limits apply to some DME. Wigs are covered once per year for hair loss resulting from chemotherapy or radiation therapy. <u>Prior authorization</u> may be required. Failure to obtain <u>prior authorization</u> results in denial. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
	Hospice services	No charge	35% <u>coinsurance</u>	Not covered	Hospice coverage includes respite care limits of 5 consecutive days and a lifetime maximum of 30 days. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
If your child	Children's eye exam	No charge	\$35 <u>copay</u> /visit; <u>deductible</u> does not apply	Not covered	Limited to one eye exam per calendar year for children under age 19. Additional in-network preventive eye screening for children age 3-5 at no cost sharing. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
needs dental or eye care	Children's glasses	No charge	35% coinsurance	Not covered	Coverage limited to one pair of glasses per calendar year for children under age 19. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network</u> <u>provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
	Children's dental check-up	No charge	No charge	Not covered	For members under age 19. Frequency limits apply to some services.

**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.)			
Bariatric surgery	Long-term care	Private-duty nursing	
Cosmetic surgery	<ul> <li>Naturopathic substances</li> </ul>	Routine eye care (Adult)	
Dental care (Adult)	<ul> <li>Non-emergency care when traveling</li> </ul>	Routine foot care	
Infertility treatment	outside the U.S.	Weight loss programs	
•		<b>5 1 5</b>	

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

• Acupuncture

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: U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or <a href="http://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa">http://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa</a>, Oregon Division of Financial Regulation at 1-888-877-4894 or <a href="http://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa">www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa</a>, Oregon Division of Financial Regulation at 1-888-877-4894 or <a href="http://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa">www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa</a>, Oregon Division of Financial Regulation at 1-888-877-4894 or <a href="http://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa">www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa</a>, Oregon Division of Financial Regulation at 1-888-877-4894 or <a href="http://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa">www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa</a>, and Oregon health insurance <a href="http://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa">www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa</a>, and Oregon health insurance marketplace or SHOP at <a href="http://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa/about-ebsa/ask-a-question/ask-ebsa/about-ebsa/ask-a-question/ask-ebsa/about-ebsa/ask-a-question/ask-ebsa</a>, and Oregon health insurance coverage through the <a href="http://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa/about-ebsa/ask-a-question/ask-ebsa/about-ebsa/ask-a-question/ask-ebsa/about-ebsa/ask-a-question/ask-ebsa/about-ebsa/ask-a-question/ask-ebsa/about-ebsa/ask-a-question/ask-ebsa/about-ebsa/ask-a-question/ask-ebsa/about-ebsa/ask-a-question/ask-ebsa/about-ebsa/ask-a-question/ask-ebsa/abo

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information on how to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact: Moda Health at 1-888-217-2363. You may also contact the Employee Benefits Security Administration, U.S. Department of Labor at 1-866-444-EBSA (3272) or <u>www.dol.gov/ebsa/healthreform</u>. Additionally, a consumer assistance program can help you file your <u>appeal</u>. Contact the Oregon Division of Financial Regulation at 1-888-877-4894 or <u>www.dfr.oregon.gov</u>.

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

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

Does this plan meet the Minimum Value Standards? 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 888-786-7461.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 888-873-1395.

Chinese (中文): 如果需要中文的帮助,请拨打这个号码 888-873-1395.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 888-873-1395.

To see examples of how this <u>plan</u> might cover costs for a sample medical situation, see the next section.

#### About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this 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
hospital delivery)

The plan's overall deductible	\$3,000
Specialist copayment	\$70
Hospital (facility) <u>coinsurance</u>	35%
Other coinsurance	35%

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	\$12,700
In this example, Peg would pay:	
Cost Sharing	
Deductibles	\$0
Copayments	\$0
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$50
The total Peg would pay is	\$50

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

The <u>plan's</u> overall <u>deductible</u>	\$3,000
Specialist copayment	\$70
Hospital (facility) <u>coinsurance</u>	35%
Other <u>coinsurance</u>	35%

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)

In	this	example,	Joe	would	pay:

Cost Sharing		
Deductibles	\$0	
Copayments	\$0	
Coinsurance	\$0	
What isn't covered		
Limits or exclusions	\$20	
The total Joe would pay is	\$20	

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

The <u>plan's</u> overall <u>deductible</u>	\$3,000
Specialist copayment	\$70
Hospital (facility) coinsurance	35%
Other coinsurance	35%

#### 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:

\$0
\$0
\$0
\$0
\$0

Note: These numbers assume the patient received care from an IHCP provider or with IHCP referral at a non-IHCP. If you receive care from a non-IHCP provider without a referral from an IHCP your costs may be higher.

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

### Nondiscrimination notice

We follow federal civil rights laws. We do not discriminate based on race, color, national origin, age, disability, gender identity, sex or sexual orientation.

We provide free services to people with disabilities so that they can communicate with us. These include sign language interpreters and other forms of communication.

If your first language is not English, we will give you free interpretation services and/or materials in other languages.

# If you need any of the above, call Customer Service at:

888-217-2363 (TDD/TTY 711)

If you think we did not offer these services or discriminated, you can file a written complaint. Please mail or fax it to:

Moda Partners, Inc. Attention: Appeal Unit 601 SW Second Ave. Portland, OR 97204 Fax: 503-412-4003

### Dave Nesseler-Cass coordinates our nondiscrimination work:

Dave Nesseler-Cass, Chief Compliance Officer 601 SW Second Ave. Portland, OR 97204 855-232-9111 compliance@modahealth.com

## If you need help filing a complaint, please call Customer Service.

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

U.S. Department of Health and Human Services 200 Independence Ave. SW, Room 509F HHH Building, Washington, DC 20201

800-368-1019, 800-537-7697 (TDD)

You can get Office for Civil Rights complaint forms at hhs.gov/ocr/office/file/index.html.

Dental plans in Oregon provided by Oregon Dental Service, dba Delta Dental Plan of Oregon. Dental plans in Alaska provided by Delta Dental of Alaska. Health plans provided by Moda Health Plan, Inc. Individual medical plans in Alaska provided by Moda Assurance Company. 39969758 (9/19)





Delta Dental of Oregon & Alaska

ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).

CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hổ trợ ngôn ngữ miễn phí cho bạn. Gọi 1-877-605-3229 (TTY:711)

注意:如果您說中文,可得到免費語言幫助服務。 請致電1-877-605-3229(聾啞人專用:711)

주의: 한국어로 무료 언어 지원 서비스를 이용하시려면 다음 연락처로 연락해주시기 바랍니다. 전화 1-877-605-3229 (TTY: 711)

PAUNAWA: Kung nagsasalita ka ng Tagalog, ang mga serbisyong tulong sa wika, ay walang bayad, at magagamit mo. Tumawag sa numerong 1-877-605-3229 (TTY: 711)

> تنبيه: إذا كنت تتحدث العربية، فهناك خدمات مساعدة لغوية متاحة لك مجانًا. اتصل برقم 2229-605-3229 (الهاتف النصي: 711)

بولتے ہیں تو لن نی (URDU) توجب دیں: اگر آپ اردو اعسانت آپ کے لیے بلا معساوت دستیاب ہے۔ پر کال کریں (TTY: 711) 1-877-605-3229

ВНИМАНИЕ! Если Вы говорите по-русски, воспользуйтесь бесплатной языковой поддержкой. Позвоните по тел. 1-877-605-3229 (текстовый телефон: 711).

ATTENTION : si vous êtes locuteurs francophones, le service d'assistance linguistique gratuit est disponible. Appelez au 1-877-605-3229 (TTY : 711)

> توجه: در صورتی که به فارسی صحبت می کنید، خدمات ترجمه به صورت رایگان برای شما موجود است. با 2229-605-7871 (TTY: 711) تماس بگیرید.

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपको भाषाई सहायता बिना कोई पैसा दिए उपलब्ध है। 1-877-605-3229 पर कॉल करें (TTY: 711)

Achtung: Falls Sie Deutsch sprechen, stehen Ihnen kostenlos Sprachassistenzdienste zur Verfügung. Rufen sie 1-877-605-3229 (TTY: 711)

注意:日本語をご希望の方には、日本語 サービスを無料で提供しております。 1-877-605-3229 (TYY、テレタイプライター をご利用の方は711)までお電話ください。 અગત્યનું: જો તમે (ભાષાંતર કરેલ ભાષા અહીં દશાર્વો) બોલો છો તો તે ભાષામાં તમારે માટે વિના મૂલ્યે સહાય ઉપલબ્ધ છે.1-877-605-3229 (TTY: 711) પર કૉલ કરો

ໂປດຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ການຊ່ວ ຍເຫຼືອດ້ານພາສາແມ່ນມີໃຫ້ທ່ານໂດຍບໍ່ເສັຍ ຄ່າ. ໂທ 1-877-605-3229 (TTY: 711)

УВАГА! Якщо ви говорите українською, для вас доступні безкоштовні консультації рідною мовою. Зателефонуйте 1-877-605-3229 (ТТҮ: 711)

ATENȚIE: Dacă vorbiți limba română, vă punem la dispoziție serviciul de asistență lingvistică în mod gratuit. Sunați la 1-877-605-3229 (TTY 711)

THOV CEEB TOOM: Yog hais tias koj hais lus Hmoob, muaj cov kev pab cuam txhais lus, pub dawb rau koj. Hu rau 1-877-605-3229 (TTY: 711)

ត្រវចងចាំ៖ បើអ្នកនិយាយភាសាខ្មែរ ហើយត្រវ កា័រសេវាកម្មជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃ៍ គឺមានផ្តល់ជូនលោកអ្នក។ សូមទូរស័ព្ទទៅកាន់លេខ 1-877-605-3229 (TTY: 711)

HUBACHIISA: Yoo afaan Kshtik kan dubbattan ta'e tajaajiloonni gargaarsaa isiniif jira 1-877-605-3229 (TTY:711) tiin bilbilaa.

โปรดหราบ: หากคุณพูดภาษาไหย คุณ สามารถใช้บริการช่วยเหลือด้านภาษา ได้ฟรี โหร 1-877-605-3229 (TTY: 711)

FA'AUTAGIA: Afai e te tautala i le gagana Samoa, o loo avanoa fesoasoani tau gagana mo oe e le totogia. Vala'au i le 1-877-605-3229 (TTY: 711)

IPANGAG: Nu agsasaoka iti Ilocano, sidadaan ti tulong iti lengguahe para kenka nga awan bayadna. Umawag iti 1-877-605-3229 (TTY: 711)

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń: 1-877-605-3229 (obsługa TTY: 711)



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