Coverage Period: 01/01/2020 – 12/31/2020 Coverage for: Family | Plan Type: PPO

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) 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 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 deductible? | \$0 at Indian Health Care Provider (IHCP) or with IHCP referral at non-IHCP. For non-IHCP network providers: Tier 1: \$5,500 individual / \$11,000 family. Tier 2: \$5,500 individual / \$33,000 family. Tier 3: \$16,500 individual / \$33,000 family. | Generally, you must pay all of the costs from providers 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 deductible? | Yes. Tier 1 and Tier 2: breastfeeding supplies, support and counseling, and most preventive care are covered before you meet your deductible. For Tier 3 only: pediatric vision care is covered before you meet your deductible. For all Tiers: value drugs are covered before you meet your deductible. | 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 https://www.healthcare.gov/coverage/preventive-care-benefits/ . |
| Are there other deductibles for specific services? | \$0 at IHCP or with IHCP referral at non-IHCP. | You don't have to meet <u>deductibles</u> for specific services. |
| What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ? | Tier 1: \$6,750 individual / \$13,500 family. Tier 2: \$6,750 individual / \$13,500 family. Tier 3: \$20,250 individual / \$40,500 family. | 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, penalties for failure to obtain pre-authorization for services and health care this plan doesn't cover. | Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> . |

| Important Questions | Answers | Why This Matters: |
|------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Will you pay less if you use a <u>network provider</u> ? | Yes. See www.modahealth.com or call 1-888-217-2363 for a list of network providers. | This <u>plan</u> uses a provider <u>network</u> . You will pay less if you use a <u>provider</u> in the plan's <u>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 provider's charge and what your <u>plan</u> pays (<u>balance billing</u>). Be aware, your <u>network 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. |
| 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 **copayment** and **coinsurance** costs shown in this chart are after your **deductible** has been met, if a **deductible** applies.

| | | | What Y | | | |
|--------------------------------------------------------|--------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Common Medical Event | Services You May Need | Indian Health Care Provider (IHCP) (You will pay the least) | Non-IHCP Tier 1 Provider | Non-IHCP Tier 2 Provider | Non- IHCP Tier 3 Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| | Primary care visit to treat an injury or illness | No Charge | 35% coinsurance | 50% coinsurance | 60% 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). Includes office visits by naturopaths. |
| If you visit a health care provider's office or clinic | Specialist visit | No Charge | 35% coinsurance | 50% coinsurance | 60% 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). Includes office visits by acupuncturists and chiropractors. Hearing services covered at 20% coinsurance. Spinal manipulation, massage and acupuncture are each limited to 24 visits per year. Prior authorization may be required to avoid a penalty of 50% up to a maximum deduction of \$2,500. |
| | Preventive care / screening/ immunizatio n | No Charge | No charge for most services. 35% coinsurance for remaining services. | No charge for most services. 50% coinsurance for remaining services. | 60% coinsurance | You may have to pay for services that aren't preventive. Ask your provider if the services you need are preventive. Then check what your plan will pay for. |

| | | What You Will Pay | | | | |
|----------------------------------------------------------------------------|------------------------------------------------------------|----------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Common Medical Event | Services You May Need | Indian Health Care Provider (IHCP) (You will pay the least) | Non-IHCP Tier 1 Provider | Non-IHCP Tier 2 Provider | Non- IHCP Tier 3 Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| If you have | Diagnostic test (x-ray, blood work) | No Charge | 35% coinsurance | 50% coinsurance | 60% 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). Includes other tests such as EKG, allergy testing and sleep study. |
| a test | Imaging (CT/PET scans, MRIs) | No Charge | 35% coinsurance | 50% coinsurance | 60% 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). Prior authorization may be required to avoid a penalty of 50% up to a maximum deduction of \$2,500. |
| If you need drugs to treat your | Value tier | No Charge | \$2 <u>copay</u> / prescription, no <u>deductible</u> | \$2 <u>copay</u> / prescription, no <u>deductible</u> | \$2 <u>copay</u> / prescription, no <u>deductible</u> | Cost-sharing waived at non-IHCP with IHCP referral. If an |
| illness or | Select tier | No Charge | 35% coinsurance | 35% coinsurance | 35% coinsurance | out-of-network provider charges more than the allowed amount, you may have to pay the difference (balance- |
| condition | Preferred tier | No Charge | 35% coinsurance | 35% coinsurance | 35% <u>coinsurance</u> | billing). Covers up to a 90-day supply for retail and mail |
| More information | Non-Preferred tier | No Charge | 40% coinsurance | 40% coinsurance | 40% coinsurance | order prescriptions. One copay for each 30-day supply. Prior authorization may be required. |
| about prescriptio n drug coverage is available at www.moda health.com /pdl | Specialty tier | No Charge | 35% coinsurance for Preferred Specialty. 40% coinsurance for Non-Preferred Specialty. | 35% coinsurance for Preferred Specialty. 40% coinsurance for Non-Preferred Specialty. | Not covered | Covers up to a 30-day supply specialty. Prior authorization may be required. Anticancer medication is covered at the standard coinsurance rate for Tier 1, Tier 2, and Tier 3 network providers |
| If you have outpatient surgery | Facility fee (e.g., ambulatory surgery center) | No Charge | 35% coinsurance | 50% coinsurance | 60% 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). Prior authorization may be required to avoid a |
| | Physician / surgeon fees | No Charge | 35% coinsurance | 50% coinsurance | 60% coinsurance | penalty of 50% up to a maximum deduction of \$2,500. |

| | | What You Will Pay | | | | |
|------------------------------------------------|------------------------------------------------------|----------------------------------------------------------------------|-----------------------------|-----------------------------|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Common Medical Event | Services You May Need | Indian Health Care Provider (IHCP) (You will pay the least) | Non-IHCP Tier 1 Provider | Non-IHCP Tier 2 Provider | Non- IHCP Tier 3 Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| If you need | Emergency room care | No Charge | 35% coinsurance | 35% coinsurance | 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). Commercial transportation is limited to one way for a |
| If you need immediate medical | Emergency medical transportation | No Charge | 35% coinsurance | 35% <u>coinsurance</u> | 35% coinsurance | billing). Commercial transportation is limited to one-way for a sudden, life-endangering medical condition. Tier 1 deductible and out-of-pocket limit apply. |
| attention | Urgent care | No Charge | 35% coinsurance | 50% coinsurance | 60% 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). |
| If you have a hospital | Facility fee (e.g., hospital room) | No Charge | 35% coinsurance | 50% coinsurance | 60% 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- |
| stay | Physician/ surgeon fees | No Charge | 35% coinsurance | 50% coinsurance | 60% coinsurance | billing). Prior authorization is required to avoid a penalty of 50% up to a maximum deduction of \$2,500. |
| If you need mental health, behavioral | Outpatient services | No Charge | 35% coinsurance | 50% coinsurance | 60% 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). Psychological or neuropsychological testing limited |
| health, or substance abuse services | Inpatient services | No Charge | 35% coinsurance | 50% coinsurance | 60% coinsurance | to 12 hours per year. Prior authorization is required for inpatient and residential services to avoid a penalty of 50% up to a maximum deduction of \$2,500. |
| | Office visits | No Charge | 35% coinsurance | 50% coinsurance | 60% coinsurance | Includes elective abortion services rendered by a licensed |
| If you are pregnant | Childbirth / delivery professional services | No Charge | 35% coinsurance | 50% coinsurance | 60% coinsurance | and certified professional provider. 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). Maternity care may |
| p. og.idiit | Childbirth / delivery facility services | No Charge | 35% coinsurance | 50% coinsurance | 60% coinsurance | include tests and services described elsewhere in the SBC (i.e. ultrasound). Depending on the type of services, a copayment , coinsurance , or deductible may apply. Cost sharing does not apply to certain preventive services . |

| | | What You Will Pay | | | | |
|----------------------------------------|---------------------------------|----------------------------------------------------------------------|-----------------------------|-----------------------------|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Common Medical Event | Services You May Need | Indian Health Care Provider (IHCP) (You will pay the least) | Non-IHCP Tier 1 Provider | Non-IHCP Tier 2 Provider | Non- IHCP Tier 3 Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| | Home health care | No Charge | 35% coinsurance | 50% coinsurance | 60% 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). Calendar year maximum of 130 visits. |
| | Rehabilitation services | No Charge | 35% coinsurance | 50% coinsurance | 60% 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). Calendar year maximum of 30 days for inpatient and 45 |
| If you need | Habilitation services | No Charge | 35% coinsurance | 50% coinsurance | 60% coinsurance | sessions for outpatient rehabilitation and habilitation. Limits apply separately to rehabilitative and habilitative services. Prior authorization may be required to avoid a penalty of 50% up to a maximum deduction of \$2,500. |
| help recovering or have other | Skilled nursing care | No Charge | 35% coinsurance | 50% coinsurance | 60% 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). Calendar year maximum of 60 visits |
| special health needs | Durable medical equipment | No Charge | 35% coinsurance | 50% coinsurance | 60% coinsurance | Includes items such as supplies and prosthetics. Wheelchairs subject to frequency limits. Hearing aids subject to a \$3,000 limit in a 3 year period. 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). Prior authorization may be required to avoid a penalty of 50% up to a maximum deduction of \$2,500. |
| | Hospice services | No Charge | 35% coinsurance | 50% coinsurance | 60% 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). Lifetime maximum of 10 inpatient days and 240 hours respite care. Respite care requires prior authorization to avoid a penalty of 50% up to a maximum deduction of \$2,500. |

| | | | What Y | ou Will Pay | | |
|-------------------------------|--------------------------|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Common Medical Event | Services You May Need | Indian Health Care Provider (IHCP) (You will pay the least) | Non-IHCP Tier 1 Provider | Non-IHCP Tier 2 Provider | Non- IHCP Tier 3 Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| | Eye exam | No Charge | 0% coinsurance | 0% coinsurance | 50% <u>coinsurance</u> , no <u>deductible</u> | 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). Limited to one eye exam per calendar year for members under age 19. Additional Tier 1 or Tier 2 preventive eye screening for children age 3-5 at no cost sharing. |
| If your child needs dental or | Glasses | No Charge | 0% coinsurance | 0% coinsurance | 50% <u>coinsurance</u> , no <u>deductible</u> | 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). Covers one pair of glasses with frames from the Otis & Piper Eyewear collection per calendar year, under age 19. |
| eye care | Dental check- up | No Charge | 10% coinsurance, for basic, preventive and diagnostic services, 40% coinsurance for other dental services. | 40% coinsurance for preventive and diagnostic services, 50% coinsurance for other dental services. | 60% 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). For members under the age of 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
- Cosmetic Surgery, except as required for certain situations
- Dental Care (Adult) except for accident related injuries
- Infertility treatment
- Long Term Care
- Non-emergency care when traveling outside the U.S.
- Private Duty Nursing
- Routine eye care (Adult)
- Routine Foot Care, except for diabetes
- Weight Loss Programs

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

Acupuncture

Chiropractic Care

Hearing Aids

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 http://www.dol.gov/ebsa/healthreform for group health coverage subject to ERISA, the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or www.cciio.cms.gov for non-federal governmental group health plans, and the Oregon Division of Financial Regulation at 1-888-877-4894 or www.dfr.oregon.gov for Church plans. 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.HealthCare.gov or call 1-800-318-2596.

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 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: Moda at 1-888-217-2363. For group health coverage subject to ERISA, you may also contact the Employee Benefits Security Administration, U.S. Department of Labor at 1-866-444-EBSA (3272) or www.dol.gov/ebsa/healthreform. Additionally, a consumer assistance program can help you file your appeal. Contact the Oregon Division of Financial Regulation at 1-888-877-4894 or www.dofr.oregon.gov.

Does this plan provide Minimum Essential Coverage? Yes.

If you don't have Minimum Essential Coverage for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

Does this plan meet Minimum Value Standards? Yes.

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

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 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 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 <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

| ■ The <u>plan's</u> overall <u>deductible</u> | \$5,500 |
|-----------------------------------------------|---------|
| ■ Specialist coinsurance | 35% |
| ■ Hospital (facility) coinsurance | 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)

In this example. Peg would pay:

| Total Example Cost | \$12,800 |
|--------------------|----------|
| | |

| <u> </u> | |
|----------------------------|-------|
| Cost Sharing | |
| Deductibles | \$0 |
| Copayments | \$0 |
| Coinsurance | \$0 |
| What isn't covered | |
| Limits or exclusions | \$300 |
| The total Peg would pay is | \$300 |

Managing Joe's type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

| ■ The <u>plan's</u> overall <u>deductible</u> | \$5,500 |
|-----------------------------------------------|---------|
| ■ Specialist coinsurance | 35% |
| ■ Hospital (facility) coinsurance | 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)

| Total Example Cost | \$7,400 |
|--------------------|---------|
| | |

In this example, Joe would pay:

| Cost Sharing | |
|----------------------------|------|
| Deductibles | \$0 |
| Copayments | \$0 |
| Coinsurance | \$0 |
| What isn't covered | |
| Limits or exclusions | \$60 |
| The total Joe would pay is | \$60 |
| | |

Mia's Simple Fracture

(in-network emergency room visit and follow up care)

| ■ The plan's overall deductible | \$5,500 |
|-----------------------------------|---------|
| ■ Specialist coinsurance | 35% |
| ■ 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 | \$1,900 |
|--|--------------------|---------|
|--|--------------------|---------|

In this example, Mia would pay:

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

Moda does not discriminate

Moda, Inc. follows 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, 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.





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 222-605-877 (الهاتف النصى: 711)

بولتے ہیں تو لسانی (URDU) توجب دیں: اگر آپ اردو اعسانت آپ کے لیے بلا مصاونٹ وعمیاب ہے۔ پر کال کریں (TTY: 711) 2877-605-1-1-877

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 TTY: 711 (TTY: 712) 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 દશારવો) બોલો છો તો તે ભાષામાં તમારે માટે વિના મૂલ્યે સહાય ઉપલબ્ધ છે.1-877-605-3229 (TTY: 711) પર કૉલ કરો

ໂປດຊາບ: ຖາ້ທ່ານເວົ້າພາສາລາວ, ການຊ່ວ ຍເຫຼືອດານພາສາແມ່ນມີໃຫ້ທ່ານໂດຍບໍ່ເສຍັ 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 ការសេវាកម្មជំនូយផ្នែកភាសាដោយឥតគិតថ្លៃ៍ គឺមានផ្តល់ជូនលោកអ្នកៗ 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.

โปรตหราบ: 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)



