Coverage Period: 01/01/2022-12/31/2022 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 Health at <u>www.modahealth.com</u> or by calling 1-844-274-9117. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms, see the Glossary. You can view the Glossary at <u>www.healthcare.gov/sbc-glossary</u> or call 1-844-274-9117 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: \$6,500 individual / \$13,000 family. Tier 2: \$7,500 individual / \$15,000 family. Tier 3: \$22,500 individual / \$45,000 family.	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 deductible?	Yes. Services received at an IHCP or with an IHCP referral are covered at no charge. Tier 1: primary care, specialist, urgent care, virtual care, outpatient mental health and chemical dependency office visits, acupuncture, massage therapy, and spinal manipulation are covered before you meet your deductible.  Tier 1 and Tier 2: preventive care, and children's dental check-up services are covered before you meet your deductible.  For all Tiers: value prescription medications, children's routine eye exams and glasses, and hearing aid services 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 <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .
Are there other <u>deductibles</u> 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: \$8,000 individual / \$16,000 family. Tier 2: \$8,000 individual / \$16,000 family. Tier 3: \$24,000 individual / \$48,000 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 limits</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 and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket</u> <u>limit</u> .

Important Questions	Answers	Why This Matters:
Will you pay less if you use a network provider?	Yes. See <a href="https://www.modahealth.com">www.modahealth.com</a> or call 1-844-274-9117 for a list of <a href="https://metwork.com">network</a> providers.	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 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 specialist you choose without a referral.

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

			What Yo	u 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
	Primary care visit to treat an injury or illness	No charge	\$30 copay/visit, \$20 copay/virtual care visit, No charge/CirrusMD virtual visit; deductible does not apply	40% coinsurance	60% coinsurance	Includes office visits by naturopaths. <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 visit a health care provider's office or clinic	Specialist visit	No charge	\$30 copay/visit for acupuncture, massage therapy and spinal manipulation, \$20 copay/virtual care visit, No charge/CirrusMD virtual visit, \$60 copay/ for other services; deductible does not apply.	50% coinsurance for acupuncture, massage therapy and spinal manipulation  40% coinsurance for other services	60% coinsurance	Includes office visits by acupuncturists and chiropractors. Hearing services covered at 20% coinsurance, deductible does not apply. Spinal manipulation, massage therapy 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. 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).
	Preventive care/ screening/ immunization	No charge	No charge	No charge	50% coinsurance	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.

<sup>\*</sup> For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>www.modahealth.com</u>.

			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	Diagnostic test (x-ray, blood work)	No charge	30% coinsurance	50% coinsurance	60% coinsurance	Includes other tests such as EKG, allergy testing and sleep study. 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).
have a test	Imaging (CT/PET scans, MRIs)	No charge	30% coinsurance	40% coinsurance	60% coinsurance	Prior authorization may be required to avoid a penalty of 50% up to a maximum deduction of \$2,500. 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 need drugs to treat your	Value tier	No charge	\$2 <u>copay/</u> prescription, <u>deductible</u> does not apply.	\$2 <u>copay/</u> prescription, <u>deductible</u> does not apply.	\$2 <u>copay/</u> prescription, <u>deductible</u> does not apply.	Covers up to a 90-day supply for retail and mail order prescriptions. One copay for each 30-day supply. Mail order at a Moda Health designated mail order pharmacy only. <a href="Prior authorization">Prior authorization</a> may be required.
illness or condition	Select tier	No charge	30% coinsurance	30% coinsurance	30% coinsurance	0 1 20 1 1 1 1 1 1 1 1 1 1
More	Preferred tier	No charge	30% coinsurance	30% coinsurance	30% coinsurance	Covers up to a 30-day supply for most specialty medications.  Prior authorization may be required. Moda Health designated
information about	Non-preferred tier	No charge	45% coinsurance	45% coinsurance	45% coinsurance	pharmacy only
prescrip- tion drug coverage is available at www.moda	Specialty tier	No charge	35% coinsurance preferred specialty prescription, 45% coinsurance non-preferred specialty	35% coinsurance preferred specialty prescription, 45% coinsurance non-preferred	Not covered	Anticancer medication is covered at 30% <u>coinsurance</u> for Tier 1, 50% <u>coinsurance</u> for Tier 2, and 60% <u>coinsurance</u> for Tier 3.  Cost sharing waived at non-IHCP with IHCP referral. If an
health.com / pdl			prescription	specialty prescription		out-of-network provider charges more than the allowed amount, you may have to pay the difference (balance billing).
If you have	Facility fee (e.g., ambulatory surgery center)	No charge	30% coinsurance	50% coinsurance	60% coinsurance	Prior authorization may be required to avoid a penalty of 50% up to a maximum deduction of \$2,500. Cost sharing waived at non-IHCP with IHCP referral. If an out-of-network provider
outpatient surgery	Physician/ surgeon fees	No charge	30% coinsurance	50% coinsurance	60% coinsurance	charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance</u> <u>billing</u> ).

 $<sup>^{\</sup>star}$  For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>www.modahealth.com</u>.

		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
	Emergency room care	No charge	30% coinsurance	30% coinsurance	30% coinsurance	Commercial transportation is limited to one-way for a sudden, life-endangering medical condition. Tier 1 deductible and out-of-pocket limit apply. Cost sharing waived at non-IHCP with
If you need immediate	Emergency medical transportation	No charge	30% coinsurance	30% coinsurance	30% coinsurance	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> ).
medical attention	Urgent care	No charge	\$60 copay/office visit, \$20 copay/virtual care visit, No charge/CirrusMD virtual visit; deductible does not apply	40% 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	Facility fee (e.g., hospital room)	No charge	30% coinsurance	50% coinsurance	60% coinsurance	Prior authorization is required to avoid a penalty of 50% up to a maximum deduction of \$2,500. Cost sharing waived at non-IHCP with IHCP referral. If an out-of-network provider
hospital stay	Physician/ surgeon fees	No charge	30% coinsurance	50% coinsurance	60% coinsurance	charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance</u> <u>billing</u> ).
If you need mental health, behavioral	Outpatient services	No charge	\$30 copay/office visit, \$20 copay/virtual care visit, No charge/CirrusMD virtual visit; deductible does not apply.	40% coinsurance	60% coinsurance	Psychological or neuropsychological testing limited to 12 hours per year. Prior authorization is required for some outpatient behavioral health services to avoid a penalty of 50% up to a maximum deduction of \$2,500.  Prior authorization is required for inpatient and residential services to avoid a penalty of 50% up to a maximum
health, or substance abuse services	Inpatient services	No charge	30% coinsurance	50% coinsurance	60% coinsurance	deduction of \$2,500. <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> ).
	Office visits	No charge	30% coinsurance	50% coinsurance	60% coinsurance	Cost sharing does not apply for preventive services.
If you are pregnant	Childbirth/ delivery professional services	No charge	30% coinsurance	50% coinsurance	60% coinsurance	Depending on the type of services, a <u>copay</u> , <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
	Childbirth/delivery facility services	No charge	30% coinsurance	50% coinsurance	60% coinsurance	out-of-network provider charges more than the allowed amount, you may have to pay the difference (balance billing).

<sup>\*</sup> For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>www.modahealth.com</u>.

			What Yo	u 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	30% coinsurance	50% coinsurance	60% coinsurance	Calendar year maximum of 130 visits. 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 need help	Rehabilitation services	No charge	\$60 copay/outpatient visit, deductible does not apply. 30% coinsurance inpatient	40% coinsurance outpatient 50% coinsurance inpatient	60% coinsurance	Calendar year maximum of 30 days for inpatient and 45 sessions for outpatient rehabilitation and habilitation. Limits apply separately to outpatient rehabilitative and habilitative services. Prior authorization may be required to avoid a
		No charge	\$60 <u>copay</u> /outpatient visit, <u>deductible</u> does not apply. 30% <u>coinsurance</u> , inpatient	40% coinsurance outpatient 50% coinsurance inpatient	60% coinsurance	penalty of 50% up to a maximum deduction of \$2,500. 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).
recoverin g or have other special health	Skilled nursing care	No charge	30% coinsurance	50% coinsurance	60% coinsurance	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 amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
needs	Durable medical equipment	No charge	30% coinsurance 20% coinsurance for hearing aids, deductible does not apply.	50% coinsurance 20% coinsurance for hearing aids, deductible does not apply.	60% coinsurance 20% coinsurance for hearing aids, deductible does not apply.	Includes supplies and prosthetics. Frequency limits apply to some DME. Hearing aids subject to a \$3,000 limit per 3-year period. Prior authorization may be required to avoid a penalty of 50% up to a maximum deduction of \$2,500. 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).
	Hospice services	No charge	30% coinsurance	50% coinsurance	60% coinsurance	Lifetime maximum of 10 inpatient days and 240 hours respite care. 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).

 $<sup>^{\</sup>star}$  For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>www.modahealth.com</u>.

		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
	Children's eye exam	No charge	No charge	No charge	50% <u>coinsurance</u> , <u>deductible</u> does not apply	Limited to one eye exam per calendar year. Additional Tier 1 or Tier 2 preventive eye screening for children age 3-5 at no cost sharing. Eye exams for age 19 and over covered at \$10 copay, for Tier 1 and Tier 2, deductible does not apply. 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 your child needs dental or	Children's glasses	No charge	No charge	No charge	50% <u>coinsurance</u> , <u>deductible</u> does not apply	Covers one pair of glasses with frames from the Otis & Piper Eyewear collection per calendar year, under age 19. For age 19 and over, see member handbook for vision cost sharing and limits. 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).
eye care	Children's dental check-up	No charge	No charge for preventive and diagnostic services, 10% coinsurance for basic dental services, 30% coinsurance for major dental services and orthodontia	No charge for preventive and diagnostic services, 10% coinsurance for basic dental services, 30% coinsurance for major dental services and orthodontia	60% coinsurance	For members under age 19. Frequency limits apply to some services. 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).

## **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
- Dental care (Adult)
- Infertility treatment

- Long-term care
- Naturopathic substances
- Non-emergency care when traveling outside the U.S.

- Private-duty nursing
- Routine foot care
- Weight loss programs

<sup>\*</sup> For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>www.modahealth.com</u>.

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

Chiropractic care

Hearing aids

Acupuncture

Routine eye care (Adult)

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> or the Alaska Division of Insurance at 1-800-467-8725 or <a href="http://www.commerce.state.ak.us/ins/Insurance/consumer.html">http://www.commerce.state.ak.us/ins/Insurance/consumer.html</a>. Other coverage options may be available to you, too, including buying individual insurance coverage through the <a href="https://www.delthcare.gov">Health Insurance</a> <a href="https://www.delthcare.gov">Marketplace</a>. For more information about the <a href="https://www.delthcare.gov">Marketplace</a>, visit <a href="https://www.delthcare.gov">www.HealthCare.gov</a> or call 1-800-318-2596.

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 1-844-274-9117 or the Alaska Division of Insurance at <a href="http://www.commerce.state.ak.us/ins/Insurance/consumer.html">http://www.commerce.state.ak.us/ins/Insurance/consumer.html</a> or 1-800-467-8725.

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

Minimum Essential Coverage generally includes <u>plans</u>, <u>health insurance</u> available through the <u>Marketplace</u> or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of <u>Minimum Essential Coverage</u>, 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 plan might cover costs for a sample medical situation, see the next section.

<sup>\*</sup> For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>www.modahealth.com</u>.

### **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>	\$6,500
■ Specialist copayment	\$60
■ Hospital (facility) coinsurance	30%
Other coinsurance	30%

#### 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		
<u>Deductibles</u>	\$0	
<u>Copayments</u>	\$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 well-controlled condition)

■ The plan's overall deductible	\$6,500
■ Specialist copayment	\$60
■ Hospital (facility) coinsurance	30%
■ Other <u>coinsurance</u>	30%

#### This EXAMPLE event includes services like:

<u>Primary care physician</u> office visits (including disease education)

Diagnostic tests (blood work)

Prescription drugs

<u>Durable medical equipment</u> (glucose meter)

<b>Total Example Cost</b>	\$5,600			
In this example, Joe would pay:				
Cost Sharing				
<u>Deductibles</u> *	\$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>	\$6,500
■ Specialist copayment	\$60
■ Hospital (facility) coinsurance	30%
■ Other coinsurance	30%

#### 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:	
Cost Sharing	
<u>Deductibles</u> *	\$0
<u>Copayments</u>	\$0
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$0

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

The <u>plan</u> 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.





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 النصي: 711)

بولتے ہیں تو سانی (URDU) توجہ دیں: اگر آپ اردو اعسانت آپ کے لیے بلا معساوضہ دستیاجہ ہے۔ پر کال کریں (TTY: 711) 2005-605-1-877

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 222-605-701) 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)

ATENŢIE: Dacă vorbiţi limba română, vă punem la dispoziţie serviciul de asistenţă lingvistică în mod gratuit. Sunaţi 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 កាំរសេវាកម្មជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃ៍ 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)



