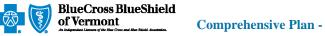


\$300/\$600 deductible, 20% co-insurance Pharmacy: \$5 co-payment/\$20 co-payment/\$45 co-payment Summary of Benefits and Coverage: What this Plan Covers & What You Pay for Covered Services

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, www.bcbsvt.com/comp\_cert. For general definitions of common terms, such as allowed amount, balance billing, co-insurance, co-payment, deductible, provider, or other underlined terms, see the Glossary. You can view the Glossary at www.healthcare.gov/sbc-glossary or call (800) 255-4550 to request a copy.

| Important Questions   | Answers  | Why This Matters:  |  |  |
|---|--|--|--|--|
| What is the overall <b><u>deductible</u></b> ?                          | \$300 individual / \$600 family.<br><u>Co-insurance</u> and <u>co-payments</u> do not apply to the <u>deductible</u> .                       | Generally, you must pay all of the costs from providers up to the <u>deductible</u> amount<br>each <u>plan</u> year before this <u>plan</u> begins to pay. If you have other family members on<br>the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the<br>total amount of <u>deductible</u> expenses paid by all family members meets the overall<br>family <u>deductible</u> . Your <u>plan</u> year: 01/01/2023 through 12/31/2023. We apply any<br>portion of your <u>deductible</u> that you pay for services occurring after September 30<br>each <u>plan</u> year towards your next year's <u>deductible</u> as well.   |  |  |
| Are there services covered before you meet your <u>deductible</u> ?     | Yes, <u>prescription drugs</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>co-payment</u> or <u>co-insurance</u> may apply.  |  |  |
| Are there other <b><u>deductibles</u></b> for specific services?        | No. There are no other specific <u>deductibles</u> .   | You don't have to meet <u>deductibles</u> for specific services.   |  |  |
| What is the <u>out-of-pocket</u><br><u>limit</u> for this <u>plan</u> ? | \$600 individual / \$1,200 family. <u>Prescription drugs</u> :<br>\$600 individual / \$1,200 family.   | The <u>out-of-pocket limit</u> is the most you could pay in a <u>plan</u> year for covered services.<br>If you have other family members in this <u>plan</u> , they have to meet their own out-of-pocket limits until the overall family <u>out-of-pocket limit</u> has been met.  |  |  |
| What is not included in the <b><u>out-of-pocket limit</u></b> ?         | <u>Co-payments</u> on certain services, premiums, <u>balance-</u><br><u>billing</u> charges, 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 limit</u> .   |  |  |
| Will you pay less if you use<br>a <u>network provider</u> ?             | Yes. See www.bluecrossvt.org/find-doctor or call (800) 255-4550 for a list of <u>network</u> 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). For certain emergency services and/or services at an in-network hospital or surgical center (as explained below), the maximum amount you may pay is the plan's in network cost-sharing amount. In these circumstances, the providers cannot balance bill you. Check with your provider 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> .   |  |  |

**Coverage Period Begins: 01/01/2023** 



\$300/\$600 deductible, 20% co-insurance Pharmacy: \$5 co-payment/\$20 co-payment/\$45 co-payment

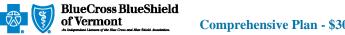
Summary of Benefits and Coverage: What this Plan Covers & What You Pay for Covered Services

## **Coverage Period Begins: 01/01/2023**

Coverage For: VSTRS Plan Type: Indemnity

All <u>co-payment</u> and <u>co-insurance</u> costs shown in this chart are after your <u>deductible</u> has been met, if a <u>deductible</u> applies. 4

|   | What You Will Pay                                |  |  |   |
|---|--|--|--|---|
| Common<br>Medical Event   | Services You May Need                            | Participating Provider<br>(You will pay the least)   | Non-Participating Provider<br>(You will pay the most)  | Limitations, Exceptions & Other<br>Important Information  |
|   | Primary care visit to treat an injury or illness | 20% <u>co-insurance</u> * for<br><u>primary care physician</u> and<br>mental health / substance<br>abuse                                   | 20% <u>co-insurance</u> * for<br>primary care physician and<br>mental health / substance<br>abuse  | Some services require <u>prior approval</u> . For clarification on mental health services visit www.bluecrossvt.org/members/coverage.   |
|   | Specialist visit                                 | 20% co-insurance*  | 20% co-insurance*  | Some services require prior approval.   |
| If you visit a health care<br><u>provider</u> 's office or clinic | Other practitioner office visit                  | 20% <u>co-insurance</u> * for<br>chiropractic care, nutritional<br>counseling, outpatient<br>physical, speech, and<br>occupational therapy | 20% <u>co-insurance</u> * for<br>outpatient physical, speech,<br>and occupational therapy;<br>chiropractic care and<br>nutritional counseling not<br>covered | Some services require <u>prior approval</u> .<br>Outpatient physical, speech and occupational<br>therapy benefits are covered up to 30 visits<br>combined. Nutritional counseling benefits are<br>covered up to 3 visits. There is no limit on the<br>number of nutritional counseling visits for<br>treatment of diabetes. |
|   | Preventive care/Screening/<br>Immunization       | 20% <u>co-insurance</u> *  | 20% <u>co-insurance</u> *  | You may have to pay for services that aren't<br>preventive. Ask your <u>provider</u> if the services<br>needed are preventive. Then check what your<br><u>plan</u> will pay for. For clarification on<br><u>preventive services</u> visit<br>www.bluecrossvt.org/members/coverage.  |
| If you have a test  | Diagnostic test (x-ray, blood work)              | 20% <u>co-insurance</u> * for office-<br>based and outpatient hospital   | 20% <u>co-insurance</u> *<br>for office-based and<br>outpatient hospital   | Some services require prior approval.   |
|   | Imaging (CT/PET scans, MRIs)                     | 20% co-insurance*  | 20% <u>co-insurance</u> *  | Most services require prior approval.   |



\$300/\$600 deductible, 20% co-insurance

Pharmacy: \$5 co-payment/\$20 co-payment/\$45 co-payment

Summary of Benefits and Coverage: What this Plan Covers & What You Pay for Covered Services

## **Coverage Period Begins: 01/01/2023**

|   |  |  | What You   | ı Will Pay  |  |
|---|--|--|--|---|--|
|   | Common<br>Medical Event                              | Services You May Need                          | Participating Provider<br>(You will pay the least)                                   | Non-Participating Provider<br>(You will pay the most) | Limitations, Exceptions & Other<br>Important Information   |
| If you need drugs to treat<br>your illness or condition.<br>More information about<br><u>prescription drug coverage</u><br>at www.bluecrossvt.org/<br>pharmacies-medications.<br>This <u>plan</u> follows the<br>National Performance<br>Formulary (NPF). | your illness or condition.<br>More information about | Generic drugs                                  | \$5 <u>co-payment</u> / \$10 <u>co-</u><br><u>payment</u>                            | Not covered   | All generic and brand diabetic <u>prescription</u><br><u>drugs</u> and diabetic supplies when obtained<br>through your prescription drug benefit are<br>covered at 100%.<br>Up to a 30-day supply retail / 90-day supply<br>home delivery for most <u>prescription drugs</u> .<br>Some prescriptions require <u>prior approval</u> . |
|   | at www.bluecrossvt.org/<br>bharmacies-medications.   | Preferred brand drugs                          | \$20 <u>co-payment</u> / \$40 <u>co-</u><br>payment                                  | Not covered   | Up to a 30-day supply retail / 90-day supply<br>home delivery for most <u>prescription drugs</u> .<br>Some prescriptions require <u>prior approval</u> .   |
|   | National Performance                                 | Non-preferred brand drugs                      | \$45 <u>co-payment</u> / \$90 <u>co-</u><br>payment                                  | Not covered   | Up to a 30-day supply retail / 90-day supply<br>home delivery for most <u>prescription drugs</u> .<br>Some prescriptions require <u>prior approval</u> .   |
|   |  | Wellness drugs                                 | Wellness <u>prescription drugs</u><br>process the same as any other<br>prescription. | Not covered   | Up to a 30-day supply retail / 90-day supply<br>home delivery for most <u>prescription drugs</u> .<br>Some prescriptions require <u>prior approval</u> .   |
|   | f you have outpatient                                | Facility fee (e.g., ambulatory surgery center) | 20% <u>co-insurance</u> *  | 20% <u>co-insurance</u> *                             | Some services require <u>prior approval</u> . If you<br>see an <u>out-of-network provider</u> at an in-<br>network facility, the most the <u>provider</u> may bill<br>you is the in-network <u>cost-sharing</u> amount.  |
|   | surgery  | Physician/surgeon fees                         | 20% <u>co-insurance</u> *  | 20% <u>co-insurance</u> *                             | Some services require <u>prior approval</u> . If you<br>see an <u>out-of-network provider</u> at an in-<br>network facility, the most the <u>provider</u> may bill<br>you is the in-network <u>cost-sharing</u> amount.  |



\$300/\$600 deductible, 20% co-insurance

Pharmacy: \$5 co-payment/\$20 co-payment/\$45 co-payment

Summary of Benefits and Coverage: What this Plan Covers & What You Pay for Covered Services

## **Coverage Period Begins: 01/01/2023**

Coverage For: VSTRS Plan Type: Indemnity

|   |                                     | What You  |   |   |
|---|-------------------------------------|---|---|---|
| Common<br>Medical Event                             | Services You May Need               | Participating Provider<br>(You will pay the least)                      | Non-Participating Provider<br>(You will pay the most)                             | Limitations, Exceptions & Other<br>Important Information  |
|   | Emergency room care                 | 20% <u>co-insurance</u> * for<br>facility and <u>physician services</u> | 20% <u>co-insurance</u> * for<br>facility and <u>physician</u><br><u>services</u> | Must meet emergency criteria. If you have an<br>emergency medical condition, and get<br>emergency services from an <u>out-of-network</u><br><u>provider</u> or facility, the maximum you may pay<br>is the standard in-network <u>cost-sharing</u> amount<br>and you cannot be balance billed.  |
| If you need immediate medical attention             | Emergency medical<br>transportation | 20% <u>co-insurance</u> *   | 20% <u>co-insurance</u> *   | Must meet emergency criteria. If you have an <u>emergency medical condition</u> , and get <u>emergency services</u> from an <u>out-of-network</u> <u>provider</u> or facility, the maximum you may pay is the standard in-network <u>cost-sharing</u> amount and you cannot be balance billed.  |
|   | <u>Urgent care</u>                  | 20% <u>co-insurance</u> *   | 20% <u>co-insurance</u> *   | Applies to <u>urgent care</u> facilities. If you have an <u>emergency medical condition</u> , and get <u>emergency services</u> from an <u>out-of-network</u> <u>provider</u> or facility, the maximum you may pay is the standard in-network <u>cost-sharing</u> amount and you cannot be balance billed.  |
| If you have a hospital stay                         | Facility fee (e.g., hospital room)  | 20% <u>co-insurance</u> *   | 20% <u>co-insurance</u> *   | Out-of-state inpatient care requires <u>prior</u><br><u>approval</u> . If you receive care from an <u>out-of-</u><br><u>network provider</u> at an in-network hospital or<br>ambulatory surgical center, the most the<br><u>provider</u> may bill you is the in-network <u>cost-</u><br><u>sharing</u> amount and the <u>provider</u> cannot<br>balance bill you. |
|   | Physician/surgeon fees              | 20% <u>co-insurance</u> *   | 20% <u>co-insurance</u> *   | Some services require <u>prior approval</u> . If you receive care from an <u>out-of-network provider</u> at an in-network hospital or ambulatory surgical center, the most the <u>provider</u> may bill you is the in-network <u>cost-sharing</u> amount and the <u>provider</u> cannot balance bill you.   |
| If you need mental health,<br>behavioral health, or | Outpatient services                 | 20% <u>co-insurance</u> *   | 20% <u>co-insurance</u> *   | Some services require <u>prior approval</u> .   |
| substance abuse services                            | Inpatient services                  | 20% <u>co-insurance</u> *   | 20% <u>co-insurance</u> *   | Includes facility and physician fees. Requires prior approval.  |

\*Deductible applies to these services. **SNO/BPN:** 1026464/



\$300/\$600 deductible, 20% co-insurance Pharmacy: \$5 co-payment/\$20 co-payment/\$45 co-payment

Summary of Benefits and Coverage: What this Plan Covers & What You Pay for Covered Services

## **Coverage Period Begins: 01/01/2023**

| Common<br>Medical Event                | Services You May Need                             | Participating Provider<br>(You will pay the least)  | Non-Participating Provider<br>(You will pay the most)   | Limitations, Exceptions & Other<br>Important Information  |
|--|---|---|---|---|
| If you are pregnant                    | Office Visits                                     | 20% <u>co-insurance</u> *   | 20% <u>co-insurance</u> *   | Depending on the type of services, a <u>co-</u><br><u>insurance</u> , or <u>deductible</u> may apply. Maternity<br>care may include tests and services described<br>elsewhere in the SBC (i.e. ultrasound.). For a<br>list of services visit<br>www.bluecrossvt.org/members/coverage. |
|  | Childbirth/delivery professional services         | 20% <u>co-insurance</u> *   | 20% co-insurance*   | Out-of-state inpatient care requires <u>prior</u><br><u>approval</u> .  |
|  | Childbirth/delivery facility services             | 20% <u>co-insurance</u> *   | 20% co-insurance*   | Out-of-state inpatient care requires <u>prior</u><br><u>approval</u> .  |
|  | Home health care                                  | 20% <u>co-insurance</u> *   | 20% <u>co-insurance</u> *   | Home infusion therapy requires <u>prior approval</u> .<br>Outpatient physical, speech and occupational<br>therapy benefits are covered up to 30 visits<br>combined.   |
| If you need help recovering            | Rehabilitation services                           | 20% <u>co-insurance</u> * inpatient;<br>cardiac / pulmonary services<br>20% <u>co-insurance</u> * | 20% <u>co-insurance</u> * inpatient<br>services; cardiac /<br>pulmonary services not<br>covered | Inpatient <u>rehabilitation services</u> require <u>prior</u> <u>approval</u> .   |
| or have other special health needs     | Habilitation services                             | 20% <u>co-insurance</u> * for inpatient services  | 20% <u>co-insurance</u> * inpatient services  | Requires <u>prior approval</u> . Outpatient physical,<br>speech and occupational therapy benefits are<br>covered up to 30 visits combined.  |
|  | Skilled nursing care (facility)                   | 20% co-insurance*   | Not covered   | Requires prior approval.  |
|  | Durable medical equipment<br>(including supplies) | 20% co-insurance*   | 20% co-insurance*   | May require <u>prior approval</u> .   |
|  | Hospice   | 20% co-insurance*   | 20% co-insurance*   | None  |
|  | Eye exam  | Not covered   | Not covered   | None  |
| If your child needs dental or eye care | Glasses   | Not covered   | Not covered   | None  |
|  | Dental check-up                                   | Not covered   | Not covered   | None  |

#### BlueCross BlueShield of Vermont Comprehensive Plan - \$300 Deductible

\$300/\$600 deductible, 20% co-insurance Pharmacy: \$5 co-payment/\$20 co-payment/\$45 co-payment **Summary of Benefits and Coverage:** What this Plan Covers & What You Pay for Covered Services

# **Excluded Services & Other Covered Services:**

| Services Your <u>Plan</u> Generally Does NOT Cover (C                                       | heck your policy or <u>plan</u> document for more informa                       | tion and a list of any other <u>excluded services</u> .)                        |
|---|---|---|
| Acupuncture   | • Cosmetic Surgery (except with prior approval for reconstruction)              | • Dental care (child and adult)   |
| • Hearing aids  | Infertility Medications   | Long-term care  |
| Routine eye care  | • Routine foot care (except for treatment of diabetes)                          | Sexual dysfunction drugs  |
| <ul> <li>Weight loss programs</li> </ul>  |   |   |
| Other Covered Services (Limitations may apply to  | these services. This isn't a complete list. Please see yo                       | our <u>plan</u> document.)  |
| Abortion  | Bariatric surgery   | <ul> <li>Chiropractic Care (requires prior approval after 12 visits)</li> </ul> |
| • Non-emergency care when traveling outside the U.S. (www.bluecrossvt.org/members/coverage) | <ul> <li>Private-duty nursing (covered up to 14 hours per plan year)</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: Department of Labor's Employee Benefits Security Administration at (866) 444-EBSA (3272) or <u>www.dol.gov/ebsa/healthreform</u>, or the Department of Health and Human Services at (877) 267-2323 x61565 or <u>www.cciio.cms.gov</u>. You may also contact the <u>plan</u> at (800) 247-2583. Other coverage options may be available to you, too, including buying individual insurance coverage through the <u>Health Insurance Marketplace</u>. For more information about the <u>Marketplace</u>, visit <u>www.HealthCare.gov</u> or call (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: (800) 255-4550.

## 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? 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.

## Coverage Period Begins: 01/01/2023

### **BlueCross BlueShield Comprehensive Plan - \$300 Deductible**

\$300/\$600 deductible, 20% co-insurance Pharmacy: \$5 co-payment/\$20 co-payment/\$45 co-payment

## **Coverage Examples**

**Coverage Period Begins: 01/01/2023** 

Coverage For: VSTRS Plan Type: Indemnity

About these Coverage Examples:

of Vermont

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, co-payments and co-insurance) 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.

|  |                            | <u> </u>  | -                          |   |                            |
|--|----------------------------|---|----------------------------|---|----------------------------|
| <b>Peg is Having a Baby</b><br>(9 months of in-network pre-natal ca<br>hospital delivery)  | re and a                   | Managing Joe's type 2 Diab<br>(a year of routine in-network care<br>controlled condition)   |                            | Mia's Simple Fracture<br>(in-network emergency room visit and<br>care)  | follow up                  |
| <ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist co-insurance</u></li> <li>Hospital (facility) <u>co-insurance</u></li> <li>Other <u>co-insurance</u></li> </ul>  | \$300<br>20%<br>20%<br>20% | <ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist co-insurance</u></li> <li>Hospital (facility) <u>co-insurance</u></li> <li>Other <u>co-insurance</u></li> </ul>                                       | \$300<br>20%<br>20%<br>20% | <ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist co-insurance</u></li> <li>Hospital (facility) <u>co-insurance</u></li> <li>Other <u>co-insurance</u></li> </ul>   | \$300<br>20%<br>20%<br>20% |
| This EXAMPLE event includes services like:<br>Specialist office visits (prenatal care)<br>Childbirth/Delivery Professional Services<br>Childbirth/Delivery Facility Services<br>Diagnostic tests (ultrasounds and blood work)<br>Specialist visit (anesthesia) |                            | This EXAMPLE event includes services like:<br>Primary care physician office visits <i>(including education)</i><br>Diagnostic tests <i>(blood work)</i><br>Prescription drugs<br>Durable medical equipment <i>(glucose meter)</i> | disease                    | This EXAMPLE event includes services like:<br>Emergency room care <i>(including medical supplies)</i><br>Diagnostic test <i>(x-ray)</i><br>Durable medical equipment <i>(crutches)</i><br>Rehabilitation services <i>(physical therapy)</i> |                            |
| Total Example Cost   | \$12,700                   | Total Example Cost  | \$5,600                    | Total Example Cost  | \$2,800                    |
| In this example, Peg would pay:  |                            | In this example, Joe would pay:   |                            | In this example, Mia would pay:   |                            |
| Cost Sharing   |                            | Cost Sharing  |                            | Cost Sharing  |                            |
| Deductibles  | \$300                      | Deductibles   | \$300                      | Deductibles   | \$300                      |
| Co-payments  | \$0                        | Co-payments   | \$140                      | Co-payments   | \$10                       |
| Co-insurance   | \$300                      | Co-insurance  | \$160                      | Co-insurance  | \$300                      |
| What isn't covered   |                            | What isn't covered  |                            | What isn't covered  |                            |
| Limits or exclusions   | \$50                       | Limits or exclusions  | \$20                       | Limits or exclusions  | \$0                        |

|                            | -     |
|----------------------------|-------|
| The total Peg would pay is | \$650 |

The plan would be responsible for the other costs of these EXAMPLE covered services. The prescription drug out-of-pocket limit might not be included in the above Coverage Examples.

\$620

The total Mia would pay is

\*Note: This plan has other deductibles for specific services included in the coverage example. See "Are there other deductible for specific services?" row above.

The total Joe would pay is

**Custom Summary Name:** 

BCBS-Comp-300-600-20%-STK-x-x-x-x-GF-LARG (MD49458)\_BCBS-Rx-0-600-x-5-20-45-2-x-G(RX54702)\_Coverage-012023-12312023 (C49404) BERGF(RD16649) Diabetic 100% - GF(RD13557) Q4 - GF(wDiab100GF, wQ4GF, wBERGF CY 1026464

\$610

## **NOTICE:** Discrimination is Against the Law

Blue Cross and Blue Shield of Vermont (BCBSVT) and its affiliate The Vermont Health Plan (TVHP) comply with applicable federal and state civil rights laws and do not discriminate, exclude people or treat them differently on the basis of race, color, national origin, age, disability, gender identity or sex.

BCBSVT provides free aids and services to people with disabilities to communicate effectively with us. We provide, for example, qualified sign language interpreters and written information in other formats (e.g., large print, audio or accessible electronic format).

BCBSVT provides free language services to people whose primary language is not English. We provide, for example, qualified interpreters and information written in other languages.

SPANISH

ITALIAN

If you need these services, please call (800) 247-2583. If you would like to file a grievance because you believe that BCBSVT has failed to provide services or discriminated on the basis of race, color, national origin, age, disability, gender identity or sex, contact:

**Civil Rights Coordinator** Blue Cross and Blue Shield of Vermont PO Box 186 Montpelier, VT 05601 (802) 371-3394 TDD/TTY: (800) 535-2227 civilrightscoordinator@bcbsvt.com

You can file a grievance by mail, or email at the contacts above. If you need assistance, our civil rights coordinator is available to help you.

無料の诵訳サービスの

ご利用は、(800) 247-2583

までお電話ください。

सेवाहरूका लागि, (800) 247-2583

नि:शल्क भाषा सहायता

मा कल गर्नुहोस्।

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 www.hhs.gov/ocr/office/file/index.html.

TAGALOG

VIETNAMESE

Para sa libreng mga serbisyo

Để biết các dich vu hỗ trơ

ngôn ngữ miễn phí, hãy

goi số (800) 247-2583.

sa (800) 247-2583.

ng tulong pangwika, tumawag

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