
 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, visit [www.MyAmeriBen.com](http://www.MyAmeriBen.com) or call 1-855-350-8699. 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.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform) or call 1-855-350-8699 to request a copy.

Important Questions	Answers			Why This Matters:	
<b>What is the overall deductible?</b>		<b>Network</b>	<b>Non-Network</b>	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> .	
	Per participant:	\$300	N/A		
	Per family:	\$600	N/A		
<b>Are there services covered before you meet your deductible?</b>	<b>Yes.</b> <u>Network preventive care</u> services, wellness care services not defined by PPACA (limited), services which require a <u>co-payment</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 <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .	
<b>Are there other deductibles for specific services?</b>	<b>No.</b>			You don't have to meet <u>deductibles</u> for specific services.	
<b>What is the out-of-pocket limit for this plan?</b>		<b>Network</b>	<b>Non-Network</b>	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.	
	Per participant:	\$2,750	N/A		
	Per family:	\$5,500	N/A		
	<b>For Prescription Drugs</b>				
	Per participant:	\$4,100	N/A		
Per family:	\$8,200	N/A			
<b>What is not included in the out-of-pocket limit?</b>	<u>Premiums</u> , <u>balance-billed</u> charges, health care this <u>Plan</u> doesn't cover, pre-certification penalties, and medical food charges.			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> ?	<p><b>Yes, for medical:</b> BlueCross® BlueShield® of Arizona. For a list of <u>network providers</u>, call BCBSAZ at 1-800-232-2345 or visit <a href="http://www.azblue.com/CHSNetwork">www.azblue.com/CHSNetwork</a>.</p> <p><b>Yes, for prescription drugs:</b> Navitus. For a list of retail and mail pharmacies, log on to <a href="http://www.navitus.com">www.navitus.com</a>.</p>	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 <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.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Non-Network Provider (You will pay the most)	
If you visit a health care <u>provider's office</u> or clinic	Primary care visit to treat an injury or illness	\$20 co-payment/visit, deductible waived	Not Covered	_____none_____
	<u>Specialist</u> visit	\$40 co-payment/visit, deductible waived	Not Covered	_____none_____
	<u>Preventive care/screening/immunization</u>	No charge, deductible waived	Not Covered	<p>AzMT L.I.V.E. on-site wellness screenings and programs will be covered at no charge.</p> <p>Please refer to the Routine Preventive Care provision listed in the plan document for a further description and limitations to this benefit.</p> <p>You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services you need are preventive. Then check what your <u>Plan</u> will pay for.</p>
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	10% co-insurance after deductible	Not Covered	There is no charge when labs are received at a free-standing facility.
	Imaging (CT/PET scans, MRIs)	10% co-insurance after deductible	Not Covered	<b>Pre-certification is required.</b> Benefits will be reduced by \$300 per paid <u>claim</u> for non-compliance.

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

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Non-Network Provider (You will pay the most)	
<p><b>If you need drugs to treat your illness or condition</b> More information about <b>prescription drug coverage</b> is available at <a href="http://www.navitus.com">www.navitus.com</a></p>	Generic drugs	\$15 co-payment/ 30-day supply  \$30 co-payment/ 90-day supply	<p>You pay the network pharmacy co-payment plus the difference between the non-network and network pharmacy cost.</p>	<p><u>Prescription drug</u> charges apply to the <u>Prescription Drug out-of-pocket limit</u>.</p> <p>The Plan works with the Copay Max Plus Program to obtain <u>co-payment</u> assistance on your behalf. This program applies to certain prescription drugs that have manufacturer-funded <u>co-payment</u> assistance programs available. For additional information on limitations to this benefit, refer to the Summary Plan Description.</p> <p>Preventive prescription medications (including contraceptives) when purchased from a <u>network pharmacy</u> are paid at 100% and the <u>co-payment/deductible</u> (if applicable) is waived.</p> <p>Members who elect a brand name drug when a generic is available will be subject to a penalty equivalent to the cost difference between the brand and generic.</p> <p>Not all <u>prescription drugs</u> are covered. To determine if a specific drug is covered under your <u>Plan</u>, log into your account at <a href="http://www.navitus.com">www.navitus.com</a>.</p> <p>Note: <u>Specialty drugs</u> are only available through the Navitus SpecialtyRx Program Pharmacy.</p>
	Preferred brand drugs	\$35 co-payment/ 30-day supply  \$80 co-payment/ 90-day supply		
	Non-preferred brand drugs	\$55 co-payment/ 30-day supply  \$130 co-payment/ 90-day supply		
	<u>Specialty drugs</u>	20% co-payment to a maximum of \$300/30-day supply		

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Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Non-Network Provider (You will pay the most)	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	10% co-insurance after deductible	Not Covered	<p><u>Providers</u> who do not typically contract (e.g. anesthesiologist, pathologists, and assistant surgeons) are to be paid based on the <u>network</u> status of the facility in which the services were rendered.</p> <p><b>Pre-certification is required.</b> Benefits will be reduced by \$300 per paid <u>claim</u> for non-compliance.</p>
	Physician/surgeon fees	10% co-insurance after deductible	Not Covered	
If you need immediate medical attention	Emergency room care	\$300 co-payment/visit, plus 20% co-insurance after deductible		<p>Co-payment waived if admitted.</p> <p>EPO only offers non-network coverage in the case of a life threatening emergency.</p>
	<u>Emergency medical transportation</u>	10% co-insurance after deductible		
	<u>Urgent care</u>	\$50 co-pay/visit, deductible waived	Not Covered	_____none_____
If you have a hospital stay	Facility fee (e.g., hospital room)	10% co-insurance after deductible	Not Covered	<p>Limited to the semi-private room rate.</p> <p><b>Pre-certification is required.</b> Benefits will be reduced by \$300 per paid <u>claim</u> for non-compliance.</p>
	Physician/surgeon fees	10% co-insurance after deductible	Not Covered	
If you need mental health, behavioral health, or substance abuse services	Outpatient services	\$20 co-payment per visit, deductible waived	Not Covered	<p><b>Pre-certification is required</b> for partial hospitalization and intensive outpatient treatment in excess of twenty (20) visits. Benefits will be reduced by \$300 per paid <u>claim</u> for non-compliance.</p> <p><b>Pre-certification is required.</b> Benefits will be reduced by \$300 per paid <u>claim</u> for non-compliance.</p>
	Inpatient services	10% co-insurance, after deductible	Not Covered	
If you are pregnant	Office visits	10% co-insurance, after deductible	Not Covered	<p>First visit to confirm pregnancy is subject to a \$20 co-payment, <u>deductible</u> waived.</p> <p><u>Cost sharing</u> does not apply for <u>preventive services</u>. Depending on the type of services, a <u>co-payment</u>, <u>co-insurance</u>, or <u>deductible</u> may apply.</p>
	Childbirth/delivery professional services	10% co-insurance, after deductible	Not Covered	

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

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Non-Network Provider (You will pay the most)	
<b>If you are pregnant</b>	Childbirth/delivery facility services	10% co-insurance, after deductible	Not Covered	—————none—————
<b>If you need help recovering or have other special needs</b>	<u>Home health care</u>	10% co-insurance, after deductible	Not Covered	Benefit year maximum: Sixty (60) visits per plan participant.
	<u>Rehabilitation services</u>	10% co-insurance, after deductible	Not Covered	Services include speech, occupational, or physical therapy provided on an inpatient or outpatient basis.  Combined benefit year maximum: Twenty (20) visits per plan participant.  <b>Pre-certification is required</b> for services in excess of the twenty (20) visit limit. Benefits will be reduced by \$300 per paid <u>claim</u> for non-compliance.
	<u>Habilitation services</u>	Covered as any other illness depending on <u>provider</u> type, service performed, and place of service.	Not Covered	Coverage for Autism Spectrum Disorder – Behavior Therapy Services ONLY. Behavioral therapy services for the treatment of Autism spectrum disorder are available for plan participants who have been diagnosed with autism spectrum disorder.  <b>Pre-certification is required.</b> Benefits will be reduced by \$300 per paid <u>claim</u> for non-compliance.
	<u>Skilled nursing care</u>	10% co-insurance, after deductible	Not Covered	Benefit year maximum: Sixty (60) days per plan participant.  <b>Pre-certification is required.</b> Benefits will be reduced by \$300 per paid <u>claim</u> for non-compliance.
	<u>Durable medical equipment</u>	10% co-insurance, after deductible	Not Covered	<b>Pre-certification is required</b> for durable medical equipment (DME) in excess of \$3,000. Benefits will be reduced by \$300 per paid <u>claim</u> for non-compliance.
	<u>Hospice services</u>	10% co-insurance, after deductible	Not Covered	Lifetime maximum: Six (6) months per plan participant.  Services include bereavement counseling;
<b>If you need help</b>				

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

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Non-Network Provider (You will pay the most)	
recovering or have other special needs				limited to \$300 per plan participant.
If your child needs dental or eye care	Children's eye exam	No charge, deductible waived	Not Covered	This describes benefits provided by your medical <u>Plan</u> . AzMT provides Dental and Vision coverage through stand-alone plans at a low monthly cost. If this is elected, please refer to your vision and/or dental administrator for additional benefits.
	Children's glasses	Not Covered	Not Covered	
	Children's dental check-up	Not Covered	Not Covered	

### Excluded Services & Other Covered Services:

#### Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)

- |   |  |  |
|---|--|--|
| <ul style="list-style-type: none"> <li>• Acupuncture</li> <li>• Cosmetic surgery</li> <li>• Dental care (adult and children covered under stand-alone dental plan)</li> <li>• Glasses (adult and children)</li> </ul> | <ul style="list-style-type: none"> <li>• Infertility treatment</li> <li>• Long-term care (except for a facility licensed to provide long term acute care)</li> <li>• Non-emergency care when traveling outside the U.S.</li> </ul> | <ul style="list-style-type: none"> <li>• Private duty nursing</li> <li>• Routine foot care (except when medically appropriate for diabetes, neurological involvement or peripheral vascular disease of the foot or lower leg)</li> <li>• Weight loss programs</li> </ul> |
|---|--|--|

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

- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"> <li>• Bariatric surgery [limited to one (1) procedure per lifetime]</li> <li>• Chiropractic care [limited to thirty (30) visits per benefit year]</li> </ul> | <ul style="list-style-type: none"> <li>• Hearing aids [limited to \$1,000 per lifetime]</li> </ul> | <ul style="list-style-type: none"> <li>• Routine eye care (children)</li> </ul> |
|---|--|---|

**Your Rights to Continue Coverage:** You may contact the Plan's COBRA Administrator at AmeriBen, P.O. Box 7186, Boise ID 83707, 1-855-350-8699. 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](http://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.

You may contact the third party administrator (TPA) to assist the plan administrator with claims adjudication. The TPA's name, address, and telephone number are:

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

AmeriBen  
Attention: Appeals Coordination  
P.O. Box 7186  
Boise, ID 83707  
1-855-350-8699

**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.

**Language Access Services:**

Spanish (Español): Para obtener asistencia en Español, llame al 1-855-350-8699.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-855-350-8699.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-855-350-8699.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-855-350-8699.

*To see examples of how this [plan](#) might cover costs for a sample medical situation, see the next section.*

**PRA Disclosure Statement:** According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is **0938-1146**. The time required to complete this information collection is estimated to average **0.08** hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

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

## About these Coverage Examples:



**This is not a cost estimator.** Treatments shown are just examples of how this plan might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your providers charge, and many other factors. Focus on the cost sharing amounts (deductibles, copayments and coinsurance) and excluded services under the plan. Use this information to compare the portion of costs you might pay under different health plans. Please note these coverage examples are based on self-only coverage.

### Peg is Having a Baby

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

■ The plan's overall <u>deductible</u>	\$300
■ <u>Specialist co-payment</u>	\$40
■ <u>Hospital (facility) cost sharing</u>	10%
■ <u>Other cost sharing</u>	10%

#### This EXAMPLE event includes services like:

Specialist office visits (*prenatal care*)  
 Childbirth/Delivery Professional Services  
 Childbirth/Delivery Facility Services  
 Diagnostic tests (*ultrasounds and blood work*)  
 Specialist visit (*anesthesia*)

<b>Total Example Cost</b>	<b>\$12,700</b>
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#### In this example, Peg would pay:

<i>Cost Sharing</i>	
Deductibles	\$300
Copayments	\$10
Coinsurance	\$1,200
<i>What isn't covered</i>	
Limits or exclusions	\$20
<b>The total Peg would pay is</b>	<b>\$1,530</b>

### Managing Joe's type 2 Diabetes

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

■ The plan's overall <u>deductible</u>	\$300
■ <u>Specialist co-payment</u>	\$40
■ <u>Hospital (facility) cost sharing</u>	10%
■ <u>Other cost sharing</u>	10%

#### This EXAMPLE event includes services like:

Primary care physician office visits (*including disease education*)  
 Diagnostic tests (*blood work*)  
 Prescription drugs  
 Durable medical equipment (*glucose meter*)

<b>Total Example Cost</b>	<b>\$5,600</b>
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#### In this example, Joe would pay:

<i>Cost Sharing</i>	
Deductibles	\$300
Copayments	\$600
Coinsurance	\$10
<i>What isn't covered</i>	
Limits or exclusions	\$0
<b>The total Joe would pay is</b>	<b>\$910</b>

### Mia's Simple Fracture

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

■ The plan's overall <u>deductible</u>	\$300
■ <u>Specialist co-payment</u>	\$40
■ <u>Hospital (facility) cost sharing</u>	10%
■ <u>Other cost sharing</u>	10%

#### This EXAMPLE event includes services like:

Emergency room care (*including medical supplies*)  
 Diagnostic test (*x-ray*)  
 Durable medical equipment (*crutches*)  
 Rehabilitation services (*physical therapy*)

<b>Total Example Cost</b>	<b>\$2,800</b>
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#### In this example, Mia would pay:

<i>Cost Sharing</i>	
Deductibles	\$300
Copayments	\$400
Coinsurance	\$200
<i>What isn't covered</i>	
Limits or exclusions	\$0
<b>The total Mia would pay is</b>	<b>\$900</b>

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

## We're here for you – in many languages

The law requires us to include a message in all of these different languages. Curious what they say? Here's the English version: "You have the right to get help in your language for free. Just call the Member Services number on your ID card." Visually impaired? You can also ask for other formats of this document.

### Spanish

Usted tiene derecho a obtener asistencia en su idioma sin cargo. Llame al número de Servicios para Miembros que figura en su tarjeta de identificación ¿Tiene alguna deficiencia visual? También puede solicitar este documento en otros formatos.

### Chinese

您有權免費獲得使用您的語言提供的協助。只需撥打印於您的 ID 卡上的會員服務部電話號碼即可。視力障礙？您也可以索取本文件的其他格式。

### Vietnamese

Quý vị có quyền nhận trợ giúp bằng ngôn ngữ của mình, miễn phí. Quý vị chỉ cần gọi đến số điện thoại của Ban Dịch vụ Thành viên trên thẻ ID của quý vị. Quý vị bị khiếm thị? Quý vị cũng có thể yêu cầu các định dạng khác của tài liệu này.

### Korean

귀하는 귀하의 언어로 된 도움을 무료로 받을 권리가 있습니다. 귀하의 ID 카드에 있는 가입자 서비스 번호로 전화하십시오. 시각 장애인이신가요? 다른 형식으로 된 이 문서를 요청하실 수 있습니다.

### Tagalog

May karapatan kang makakuha ng tulong na nasa iyong wika nang libre. Tawagan lang ang numero ng Member Services na nasa iyong ID card. May kapansanan sa paningin? Maaari ka ring humingi ng iba pang mga format ng dokumentong ito.

### Russian

У вас есть право на бесплатное получение помощи на вашем родном языке. Просто позвоните в отдел обслуживания участников по номеру, указанному на вашей идентификационной карте. У вас проблемы со зрением? Вы также можете запросить этот документ в других форматах.

### French Creole

Ou gen dwa jwenn èd nan lang ou gratis. Jis rele nimewo Sèvis Manm ki sou Kat ID ou a gratis Gen pwoblèm vizyèl? Ou ka mande tou pou lòt fòm nan dokiman sa a.

### Arabic

لك الحق في الحصول على هذه المعلومات والحصول على المساعدة بلغتك مجانًا. فقط اتصل برقم خدمات الأعضاء الموجود على بطاقة هويتك. هل تعاني من ضعف البصر؟ يمكنك أيضًا طلب تنسيقات أخرى لهذه الوثيقة.

### French

Vous avez le droit d'obtenir de l'aide dans votre langue gratuitement. Appelez simplement le numéro du Services membres figurant sur votre carte d'identité. Vous êtes une personne malvoyante ? Vous pouvez également demander à accéder à ce document dans d'autres formats.

### Persian

شما حق دارید به زبان خود به صورت رایگان کمک بگیرید. فقط با شماره خدمات اعضا مندرج در کارت عضویت خود تماس بگیرید. آیا دچار اختلال بینایی هستید؟ همچنین می‌توانید فرمت‌های دیگر این سند را درخواست کنید.

### Armenian

Դուք իրավունք ունեք անվճար օգնություն ստանալու ձեր լեզվով: Պարզապես զանգահարեք ձեր ID քարտի վրա գտնվող Անդամների սպասարկման համարին: Տեսողության խանգարում ունեցող եք: Կարող եք նաև խնդրել այս փաստաթղթի այլ ձևաչափեր:

### Japanese

あなたにはあなたの言語で無料で支援を受ける権利があります。IDカードに記載されている会員サービス番号にお電話ください」視覚障害を

お持ちですか？他の形式でこの文書を要求することもできます。

### Italian

Hai il diritto di ricevere assistenza gratuita nella tua lingua. Basta chiamare il numero del Servizio Membri presente sulla tua tessera identificativa. Hai problemi di vista? È possibile richiedere anche altri formati di questo documento.

### German

Sie haben das Recht, kostenlose Hilfe in Ihrer Sprache zu erhalten. Rufen Sie einfach die Nummer des Mitgliederservices auf Ihrer ID-Karte an. Sehbehindert? Sie können dieses Dokument auch in anderen Formaten anfordern.

### Polish

Masz prawo do bezpłatnej pomocy w swoim języku. Wystarczy zadzwonić pod numer Biura Obsługi Klienta podany na karcie identyfikacyjnej. Masz wadę wzroku? Możesz również poprosić o inne formaty tego dokumentu.

### Pennsylvania Dutch

Du hoscht's Recht fer Hilf griege in dei Schprooch fer nix. Duh yuscht die Member Services Number uffrufe uff dei ID Card. Hoscht Druwwel fer sehne? Du kanschtt des do Schreiwes in en differnter Weg griege so as du's besser sehne kanschtt.

## It's important we treat you fairly

We follow federal civil rights laws in our health programs and activities. Members can get reasonable modifications—as well as free auxiliary aids and services if you have a disability. We don't discriminate, on the basis of race, color, national origin, sex, age or disability. For people whose primary language isn't English (or have limited proficiency), we offer free language assistance services like interpreters and other written languages. Interested in these services? Call the

Member Services number on your ID card for help (TTY/TDD: 711) or visit our website. If you think we failed in any areas or to learn more about grievance procedures, you can mail a complaint to: Compliance Coordinator, P.O. Box 7186 Boise, ID 83707, or directly to the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201. You can also call 1-800- 368-1019 (TDD: 1-800-537-7697) or visit <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>