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, call 1-877-278-5214 or at <u>www.bcbstx.com</u>. 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 1-855-756-4448 to request a copy.

| Important Questions | Answers | Why This Matters: |
|-------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What is the overall <u>deductible</u> ? | <u>In-Network</u> : \$400 Individual / \$800 Family <u>Non-Network</u> : \$500 Individual / \$1,000 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 <u>deductible</u> ? | Yes. Services that charge a <u>copayment</u> , <u>diagnostic</u> <u>test</u> , and <u>preventive care</u> are covered before you meet your <u>deductible</u> . | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <u>www.healthcare.gov/coverage/preventive-care-benefits/</u> . |
| Are there other <u>deductibles</u> for specific services? | Yes. Per occurrence: \$200 <u>In-Network</u> / \$400 <u>Non-Network</u> inpatient admission. There are no other specific <u>deductibles</u> . | You must pay all of the costs for these services up to the specific <u>deductible</u> amount before this <u>plan</u> begins to pay for these services. |
| What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ? | <u>In-Network</u> : \$3,000 Individual / \$6,000 Family <u>Non-Network</u> : \$15,000 Individual / \$30,000 Family For prescription drug coverage, \$2,500/individual and \$5,000/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 limit</u> has been met. |
| What is not included in the out-of-pocket limit? | Premiums, <u>balance-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</u> <u>limit</u> . |
| Will you pay less if you use a <u>network provider</u> ? | Yes. See <u>www.bcbstx.com</u> or call 1-877-278-5214 for a list of <u>network providers</u> . | This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan</u> 's <u>network</u> . You will pay the most if you use a <u>non-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider</u> 's charge and what your <u>plan</u> pays (<u>balance billing</u>). Be aware, your <u>network provider</u> might use a <u>non-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. |

| Common | | What You Will Pay | | Limitations, Exceptions, & Other Important | |
|-------------------------------------------------|--------------------------------------------------------------|-------------------------------------------------------------------|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Medical Event | Services You May Need | In-Network Provider (You will pay the least) | Non-Network Provider (You will pay the most) | Information | |
| | Primary care visit to treat an injury or illness | \$25 <u>copayment</u> /visit; <u>deductible</u> does not apply | 40% <u>coinsurance</u> after <u>deductible</u> | Virtual visits is a covered benefit only when provided through BCBSTX designated telemedicine provider.** | |
| lf you visit a health care <u>provider's</u> | <u>Specialist</u> visit | \$45 <u>copayment</u> /visit; <u>deductible</u> does not apply | 40% <u>coinsurance</u> after <u>deductible</u> | None** | |
| office or clinic | <u>Preventive</u> <u>care/screening</u> /immunizatio n | No Charge; <u>deductible</u> does not apply | No Charge; <u>deductible</u> does not apply | You may have to pay for services that aren't <u>preventive</u> . Ask your <u>provider</u> if the services needed are <u>preventive</u> . Then check what your <u>plan</u> will pay for. No Charge for child immunizations <u>Non-Network</u> through the 6th birthday.** | |
| If you have a test | <u>Diagnostic test</u> (x-ray, blood work) | No Charge; <u>deductible</u> does not apply | 40% <u>coinsurance</u> after <u>deductible</u> | Certain services must be preauthorized; refer to your benefit booklet* for details.** | |
| If you have a test | Imaging (CT/PET scans, MRIs) | 20% <u>coinsurance</u> after <u>deductible</u> | 40% <u>coinsurance</u> after <u>deductible</u> | Certain services must be preauthorized; refer to your benefit booklet* for details.** | |

| Common | | What You W | /ill Pay | Limitationa Exacutiona 8 Other Important |
|-------------------------------------------------------------------------------------------------------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Medical Event | Services You May Need | In-Network Provider (You will pay the least) | Non-Network Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| If you need drugs to treat your illness or condition More information about <u>prescription</u> | Non-specialty drugs | Generic 30% coinsurance (short-term prescription) 25% coinsurance (long-term prescription) Preferred Brand 30% coinsurance (short-term prescription) 25% coinsurance (long-term prescription) Non-preferred Brand 50% coinsurance (short-term and long-term prescriptions) | If using a non-network pharmacy, you pay 100% of the difference between the actual cost and the discounted network cost plus the | Generic: Max/prescription: \$50 (short-term), \$100 (long-term). Short-term covers prescriptions up to 34 days/fill; long-term covers ongoing prescriptions for up to 90 days/fill. Long-term prescriptions are available only at Smart90 pharmacies (CVS, Walgreens, and Express Scripts). After the third time you fill a short-term supply of a long-term medication, you must switch to a long-term prescription with a participating Smart90 pharmacy, or you will pay 100% of the cost. Coverage is based on Express Scripts formulary. Preferred Brand: Max/prescription: \$125 (short-term), \$250 (long-term). Limitations are identical to generic drugs (see above). Non-preferred Brand: Max/prescription: \$200 (short-term), \$400 (long-term) Limitations are identical to generic drugs (see above). |
| <u>drug coverage</u> is available at www.express- scripts.com | <u>Specialty drugs</u> | Generic 30% coinsurance (short-term prescription) 25% coinsurance (long-term prescription) Preferred Brand 30% consurance (short-term prescription) 25% coinsurance (long-term prescription) Non-preferred Brand 50% coinsurance (short-term and long-term prescriptions) | short-term coinsurance. Claims must be submitted for non- network pharmacies. | Generic: Max/prescription: \$100 (short-term), \$200 (long-term). Limitations are identical to generic drugs (see above). Preferred Brand: Max/prescription: \$250 (short- term), \$500 (long-term). Limitations are identical to generic drugs (see above). Non-preferred Brand: Max/prescription: \$400 (short- term), \$800 (long-term). Limitations are identical to generic drugs (see above). Certain specialty drugs must be pre-certified and filled by Accredo, Express Scripts specialty pharmacy. Registration may be required to participate in copay assistance programs. |

| Common | | What You V | | Limitations, Exceptions, & Other Important | |
|------------------------------------------------------------------|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Medical Event | Services You May Need | In-Network Provider (You will pay the least) | Non-Network Provider (You will pay the most) | Information | |
| lf you have | Facility fee (e.g., ambulatory surgery center) | 20% <u>coinsurance</u> after <u>deductible</u> | 40% <u>coinsurance</u> after <u>deductible</u> | None** | |
| outpatient surgery | Physician/surgeon fees | 20% <u>coinsurance</u> after <u>deductible</u> | 40% <u>coinsurance</u> after <u>deductible</u> | None** | |
| If you need immediate medical attention | Emergency room care | Facility Charges: \$150 <u>copayment</u> /visit plus 20% <u>coinsurance</u> after <u>deductible</u> ER Physician Charges: 20% <u>coinsurance</u> after <u>deductible</u> | Facility Charges: \$150 <u>copayment</u> /visit plus 20% <u>coinsurance</u> after <u>deductible</u> ER Physician Charges: 20% <u>coinsurance</u> after <u>deductible</u> | Emergency room <u>copayment</u> waived if admitted. Services provided at <u>Non-Network</u> facilities after stabilization will be covered at the <u>Non-Network</u> level.** | |
| | Emergency medical transportation | 20% <u>coinsurance</u> after <u>deductible</u> | 20% <u>coinsurance</u> after <u>deductible</u> | Ground and air transportation covered.** | |
| | <u>Urgent care</u> | \$45 <u>copayment</u> /visit; <u>deductible</u> does not apply | 40% <u>coinsurance</u> after <u>deductible</u> | None** | |
| lf you have a hospital stay | Facility fee (e.g., hospital room) | 20% <u>coinsurance</u> after <u>deductible</u> | 40% <u>coinsurance</u> after <u>deductible</u> | \$200 inpatient admission <u>deductible</u> for <u>In-Network</u> <u>providers</u> . \$400 inpatient admission <u>deductible</u> for <u>Non-Network providers</u> . <u>Preauthorization</u> is required; \$500 penalty if not preauthorized <u>Non-Network</u> .** | |
| | Physician/surgeon fees | 20% <u>coinsurance</u> after <u>deductible</u> | 40% <u>coinsurance</u> after <u>deductible</u> | None** | |
| If you need mental health, behavioral health, or substance | Outpatient services | \$25 <u>copayment</u> /office visit; <u>deductible</u> does not apply 20% <u>coinsurance</u> for other outpatient services after <u>deductible</u> | 40% <u>coinsurance</u> after <u>deductible</u> | Certain services must be preauthorized; refer to your benefit booklet* for details. Virtual visits are available, please refer to your plan policy for more details.** | |
| abuse services | Inpatient services | 20% <u>coinsurance</u> after <u>deductible</u> | 40% <u>coinsurance</u> after <u>deductible</u> | \$200 inpatient admission <u>deductible</u> for <u>In-Network</u> <u>providers</u> . \$400 inpatient admission <u>deductible</u> for <u>Non-Network providers</u> . <u>Preauthorization</u> is required; \$500 penalty if not preauthorized <u>Non-Network</u> .** | |

| Common | | What You Will Pay | | Limitations, Exceptions, & Other Important |
|-------------------------------------------------------------------------|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Medical Event | Services You May Need | In-Network Provider (You will pay the least) | Non-Network Provider (You will pay the most) | Information |
| | Office visits | \$25 <u>copayment</u> /visit; <u>deductible</u> does not apply | 40% coinsurance | <u>Copayment</u> applies to first prenatal visit (per pregnancy). <u>Cost sharing</u> does not apply for |
| If you are pregnant | Childbirth/delivery professional services | 20% <u>coinsurance</u> after <u>deductible</u> | 40% <u>coinsurance</u> after <u>deductible</u> | <u>preventive services</u> . Depending on the type of services, a <u>copayment</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).** |
| | Childbirth/delivery facility services | 20% <u>coinsurance</u> after <u>deductible</u> | 40% <u>coinsurance</u> after <u>deductible</u> | \$200 inpatient admission <u>deductible</u> for <u>In-Network</u> <u>providers</u> . \$400 inpatient admission <u>deductible</u> for <u>Non-Network providers</u> . <u>Preauthorization</u> is required; \$500 penalty if not preauthorized <u>Non-Network</u> .** |
| | Home health care | 20% <u>coinsurance</u> after <u>deductible</u> | 40% <u>coinsurance</u> after <u>deductible</u> | Preauthorization is required.** |
| | Rehabilitation services | \$25 Primary Care Provider /\$45 Specialist <u>copayment</u> /office visit; <u>deductible</u> does not apply 20% <u>coinsurance</u> after <u>deductible</u> for other outpatient services | 40% <u>coinsurance</u> after <u>deductible</u> | Occupational and physical therapy visits are combined at 60 maximum per calendar year. Speech |
| If you need help recovering or have other special health needs | Habilitation services | \$25 Primary Care Provider /\$45 Specialist <u>copayment</u> /office visit; <u>deductible</u> does not apply 20% <u>coinsurance</u> after <u>deductible</u> for other outpatient services | 40% <u>coinsurance</u> after <u>deductible</u> | therapy is limited to 30 visits per calendar year. Additional visits may be authorized, if medically necessary.** |
| | Skilled nursing care | 20% <u>coinsurance</u> after <u>deductible</u> | 40% <u>coinsurance</u> after <u>deductible</u> | Preauthorization is required.** |
| | Durable medical equipment | 20% <u>coinsurance</u> after <u>deductible</u> | 40% <u>coinsurance</u> after <u>deductible</u> | None** |
| | Hospice services | 20% <u>coinsurance</u> after <u>deductible</u> | 40% <u>coinsurance</u> after <u>deductible</u> | Preauthorization is required.** |

| Common | | What You W | /ill Pay | Limitations, Exceptions, & Other Important |
|-----------------------------------------------|----------------------------|-------------------------------------------------|-------------------------------------------------|--------------------------------------------|
| Common Medical Event Services You May Need | | In-Network Provider (You will pay the least) | Non-Network Provider (You will pay the most) | Information |
| | Children's eye exam | Not Covered | Not Covered | None |
| If your child needs dental or eye care | Children's glasses | Not Covered | Not Covered | None |
| | Children's dental check-up | Not Covered | Not Covered | None |

Excluded services & Other Covered Services:

| Services Your Plan Generally Does NO | Γ Cover (Check your policy or <u>plan</u> document for more informa | ation and a list of any other <u>excluded services</u> .) |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cosmetic surgeryDental careLong-term care | Non-emergency care when traveling outside the U.S.Routine eye care | Routine foot care (with the exception of person with diagnosis of diabetes) |
| Other Covered Services (Limitations m Acupuncture Bariatric surgery Chiropractic care (20 visits per year) | ay apply to these services. This isn't a complete list. Please see Hearing aids (1 per ear per 36-month period) Infertility treatment (Fertility treatment only when provided through Progyny) | Private-duty nursing (except for inpatient private duty nursing) Weight loss programs (Only through Omada programs, available through the Pharmacy benefit) |

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: For group health coverage contact the <u>plan</u>, Blue Cross and Blue Shield of Texas at 1-877-278-5214 or visit <u>www.bcbstx.com</u>. For group health coverage subject to ERISA, contact the U.S. Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <u>www.dol.gov/ebsa/healthreform</u>. For non-federal governmental group health <u>plans</u>, contact Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or <u>www.cciio.cms.gov</u>. Church <u>plans</u> are not covered by the Federal COBRA continuation coverage rules. If the coverage is insured, individuals should contact their State insurance regulator regarding their possible rights to continuation coverage under State law. 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 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 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: For group health coverage subject to ERISA: Blue Cross and Blue Shield of Texas at 1-877-278-5214 or visit <u>www.bcbstx.com</u>, the U.S. Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <u>www.dol.gov/ebsa/healthreform</u>, and the Texas Department of Insurance, Consumer Protection at 1-800-252-3439 or <u>www.tdi.texas.gov</u>. For non-federal governmental group health <u>plans</u> and church <u>plans</u> that are group health <u>plans</u>, Blue Cross and Blue Shield of Texas at 1-877-278-5214 or <u>www.bcbstx.com</u> or contact the Texas Department of Insurance, Consumer Protection at 1-800-252-3439 or <u>www.tdi.texas.gov</u>. For non-federal governmental group health <u>plans</u> and church <u>plans</u> that are group health <u>plans</u>, Blue Cross and Blue Shield of Texas at 1-877-278-5214 or <u>www.bcbstx.com</u> or contact the Texas Department of Insurance, Consumer Protection at 1-800-252-3439 or <u>www.tdi.texas.gov</u>. Additionally, a consumer assistance program can help you file your <u>appeal</u>. Contact the Texas Department of Insurance's Consumer Health Assistance Program at 1-800-252-3439 or visit <u>www.cms.gov/CCIIO/Resources/Consumer-Assistance-Grants/tx.html</u>.

Does this plan provide Minimum Essential Coverage? Yes

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

Does this plan meet the Minimum Value Standards? 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 1-877-278-5214. Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-877-278-5214. Chinese (中文): 如果需要中文的帮助,请拨打这个号码 1-877-278-5214. Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-877-278-5214.

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

About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this <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 ca hospital delivery) | | Managing Joe's Type 2 Diabetes (a year of routine in-network care of a well- controlled condition) | | Mia's Simple Fracture (in-network emergency room visit and follow up care) | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| The plan's overall deductible\$400Specialist copayment\$45Hospital (facility) coinsurance20%Other coinsurance20% | | The <u>plan's</u> overall <u>deductible</u> <u>Specialist</u> <u>copayment</u> Hospital (facility) <u>coinsurance</u> Other <u>coinsurance</u> | \$400 \$45 20% 20% | The <u>plan's</u> overall <u>deductible</u> <u>Specialist</u> <u>copayment</u> Hospital (facility) <u>coinsurance</u> Other <u>coinsurance</u> | \$400 \$45 20% 20% |
| This EXAMPLE event includes service <u>Specialist</u> office visits (<i>prenatal care</i>) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood filles</i>) Specialist visit (<i>anesthesia</i>) | work) | This EXAMPLE event includes service Primary care physician office visits (inclu- disease education) Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose me | iding ter) | This EXAMPLE event includes servin Emergency room care (including medic supplies) Diagnostic test (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical therap | cal by) |
| 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: | |
| <u>Cost Sharing</u> | | <u>Cost Sharing</u> | | <u>Cost Sharing</u> | |
| Deductibles* | \$600 | Deductibles | \$400 | Deductibles | \$400 |
| <u>Copayments</u> | \$30 | <u>Copayments</u> | \$300 | <u>Copayments</u> | \$400 |
| Coinsurance | \$2,200 | <u>Coinsurance</u> | \$1,100 | <u>Coinsurance</u> | \$300 |
| What isn't covered | | What isn't covered | | What isn't covered | |
| Limits or exclusions | \$60 | Limits or exclusions | \$20 | Limits or exclusions | \$0 |

| Limits or exclusions | |
|----------------------------|--|
| The total Peg would pay is | |

\$2,890

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

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

\$1,820

The total Mia would pay is

The total Joe would pay is

\$1,100

Health care coverage is important for everyone.

If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 855-710-6984. We provide free communication aids and services for anyone with a disability or who needs language assistance.

We do not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability. If you believe we have failed to provide a service, or think we have discriminated in another way, contact us to file a grievance.

| Office of Civil Rights Coordinator | Phone: | 855-664-7270 (voicemail) | |
|------------------------------------|----------|--------------------------|--|
| 300 E. Randolph St., 35≏ Floor | TTY/TDD: | 855-661-6965 | |
| Chicago, IL 60601 | Fax: | 855-661-6960 | |

You may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, at

U.S. Dept. of Health & Human Services 200 Independence Avenue SW Room 509F, HHH Building 1019 Washington, DC 20201

| of Health and Huma | an Services, Office for Civil Rights, at: |
|--------------------|----------------------------------------------------|
| Phone: | 800-368-1019 |
| TTY/TDD: | 800-537-7697 |
| Complaint Portal: | https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf |
| Complaint Forms: | https://www.hhs.gov/civil-rights/filing-a- |
| | complaint/complaint-process/index.html |

| To receive language or communication assistance free of charge, please call us at 855-710-6984. |
|-------------------------------------------------------------------------------------------------------------------------------------|
| Llámenos al 855-710-6984 para recibir asistencia lingüística o comunicación en otros formatos sin costo. |
| لطقى المساحدة اللغوية أو التواصل مجانًا، برجي الاتصال بنا على الرقم 6984-710-855. |
| 如欲獲得免費語言或溝通協助,諸撥打855-710-6984與我們聯絡。 |
| Pour bénéficier gratuitement d'une assistance linguistique ou d'une aide à la communication, veuillez nous appeler au 855-710-6984. |
| Um kostenlose Sprach- oder Kommunikationshilfe zu erhalten, rufen Sie uns bitte unter 855-710-6984 an. |
| ભાષા અથવા સંચાર સહાય મફતમાં મેળવવા માટે, કૃપા કરીને અમને 855-710-6984 પર કૉલ કરો. |
| निःशुल्क भाषा या संचार सहायता प्राप्त करने के लिए, कृपया हमें 855-710-6984 पर कॉल करें। |
| Per assistenza gratuita alla lingua o alla comunicazione, chiami il numero 855-710-6984. |
| 언어 또는 의사소통 지원을 무료로 받으려면 855-710-6984번으로 전화해 주세요. |
| Niná: Doo bilagáana bizaad dinits'á'góó, shá ata' hodooni nínízingo, t'áájíík'eh bee náhaz'á. 1-866-560-4042 jį' hodíilni. |
| براي دريافت كمك زيادي يا ارتباطي رايگان، لطفاً با شماره 6984-710-855 تماس بگيريد. |
| Aby uzyskać bezpłatną pomoc językową lub komunikacyjną, prosimy o kontakt pod numerem 855-710-6984. |
| Чтобы бесплатно воспользоваться услугами перевода или получить помощь при общении, звоните нам по телефону 855-710-6984. |
| Para makatanggap ng tulong sa wika o komunikasyon nang walang bayad, pakitawagan kami sa 855-710-6984. |
| مفت میں زیان یا مواصلت کی مدد موصول کرنے کے لیے ، براہ کرم ہمیں 6984-710-855 پر کال کریں۔ |
| Để được hỗ trợ ngôn ngữ hoặc giao tiếp miễn phí, vui lòng gọi cho chúng tôi theo số 855-710-6984. |
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