
 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, call 1-888-809-6539 or visit [uhc.com/aca-sample-policy](http://uhc.com/aca-sample-policy). For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms, see the Glossary. You can view the Glossary at [www.healthcare.gov/sbc-glossary/](http://www.healthcare.gov/sbc-glossary/) or call 1-866-487-2365 to request a copy.

Important Questions	Answers	Why This Matters:
<b>What is the overall deductible?</b>	Designated <u>Network</u> : \$8,200 Individual / \$16,400 Family; <u>Network</u> : \$8,600 Individual /\$17,200 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> .
<b>Are there services covered before you meet your deductible?</b>	Yes. Benefits available with no charge such as <u>Network Preventive care</u> services are covered before you meet your <u>deductible</u> . The <u>cost-sharing</u> below indicates whether the <u>deductible</u> applies for each benefit	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="http://healthcare.gov/coverage/preventive-care-benefits">healthcare.gov/coverage/preventive-care-benefits</a> .
<b>Are there other deductibles for specific services?</b>	No.	You don't have to meet <u>deductibles</u> for specific services.
<b>What is the out-of-pocket limit for this plan?</b>	<u>Network</u> : \$9,200 Individual / \$18,400 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.
<b>What is not included in the out-of-pocket limit?</b>	<u>Premiums</u> , <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 limit</u> .
<b>Will you pay less if you use a network provider?</b>	Yes. See <a href="http://uhc.com/xcodocfindg2025">uhc.com/xcodocfindg2025</a> or call 1-888-809-6539 for a list of <u>network providers</u> .	You pay the least if you use a <u>provider</u> in the Designated Network. You pay more if you use a <u>provider</u> in the Network. 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.
<b>Do you need a referral to see a specialist?</b>	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)	Out-of-Network Provider (You will pay the most)	
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	Designated <u>Network</u> : \$10 <u>copay</u> /visit, <u>deductible</u> does not apply <u>Network</u> : \$25 <u>copay</u> /visit, <u>deductible</u> does not apply	Not Covered	None
	<u>Specialist</u> visit	Designated <u>Network</u> : \$115 <u>copay</u> /visit, <u>deductible</u> does not apply <u>Network</u> : \$200 <u>copay</u> /visit, <u>deductible</u> does not apply	Not Covered	None
	<u>Preventive care/ screening/ immunization</u>	No Charge	Not Covered	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.
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	Designated <u>Network</u> : Lab Testing: Free Standing/Office: \$40 <u>copay</u> /service, <u>deductible</u> does not apply Hospital: \$100 <u>copay</u> /service, <u>deductible</u> does not apply X-Ray/Diagnostics: Free Standing/Office: 40% <u>coinsurance</u> Hospital: 45% <u>coinsurance</u> <u>Network</u> : 50% <u>coinsurance</u>	Not Covered	None
	Imaging (CT/PET scans, MRIs)	Designated <u>Network</u> : Free Standing/Office: 40% <u>coinsurance</u> Hospital: 45% <u>coinsurance</u> <u>Network</u> :	Not Covered	None

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
		50% <u>coinsurance</u>		
<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://uhc.com/xcodruglist2025">uhc.com/xcodruglist2025</a>	Tier 1 - Zero <u>Cost-Share</u> Preventive Drugs	No Charge	Not Covered	<u>Provider</u> means pharmacy for purposes of this section. Retail: One month supply up to a 30-day supply or a 90-day supply at 2.5x the 30-day <u>cost-share</u> . Mail-Order: Up to a 90-day supply at 2.5x the 30-day <u>cost-share</u> . <u>Specialty drugs</u> limited to a 30-day supply at a <u>network pharmacy</u> . Certain drugs may have a <u>preauthorization</u> requirement. If you don't get <u>preauthorization</u> , benefits will not be covered. Certain preventive medications (including certain contraceptives) are covered at No Charge. See the website listed for information on drugs covered by your <u>plan</u> . Not all drugs are covered. Insulin products listed on the <u>Prescription Drug List</u> are covered at No Charge at a <u>network pharmacy</u> .
	Tier 2 - Preferred Generic	\$10 <u>copay</u> /prescription, <u>deductible</u> does not apply	Not Covered	
	Tier 3 - Preferred Brand	\$200 <u>copay</u> /prescription, <u>deductible</u> does not apply	Not Covered	
	Tier 4 - Non-Preferred Brand	\$500 <u>copay</u> /prescription, <u>deductible</u> does not apply	Not Covered	
	Tier 5 - Specialty	\$700 <u>copay</u> /prescription, <u>deductible</u> does not apply	Not Covered	
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	Designated <u>Network</u> : 40% <u>coinsurance</u> <u>Network</u> : 50% <u>coinsurance</u>	Not Covered	None
	Physician/surgeon fees	Designated <u>Network</u> : Free Standing/Office: 40% <u>coinsurance</u> Hospital: 45% <u>coinsurance</u> <u>Network</u> : 50% <u>coinsurance</u>	Not Covered	None
<b>If you need immediate medical attention</b>	<u>Emergency room care</u>	40% <u>coinsurance</u>	40% <u>coinsurance</u>	None
	<u>Emergency medical transportation</u>	40% <u>coinsurance</u>	40% <u>coinsurance</u>	None
	<u>Urgent care</u>	\$60 <u>copay</u> /visit, <u>deductible</u> does not apply	\$60 <u>copay</u> /visit, <u>deductible</u> does not apply	Virtual visits - No Charge by a Designated Virtual <u>Network Provider</u> .
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	Designated <u>Network</u> : 40% <u>coinsurance</u> <u>Network</u> :	Not Covered	None

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
		50% <u>coinsurance</u>		
	Physician/surgeon fees	Designated <u>Network</u> : 40% <u>coinsurance</u> <u>Network</u> : 50% <u>coinsurance</u>	Not Covered	None
<b>If you need mental health, behavioral health, or substance abuse services</b>	Outpatient services	Designated <u>Network</u> : \$45 <u>copay</u> /visit, <u>deductible</u> does not apply Intensive Outpatient: 40% <u>coinsurance</u> All Other Outpatient: 40% <u>coinsurance</u> <u>Network</u> : Office Visit: 50% <u>coinsurance</u> Intensive Outpatient: 50% <u>coinsurance</u> All Other Outpatient: 50% <u>coinsurance</u>	Not Covered	None
	Inpatient services	Designated <u>Network</u> : 40% <u>coinsurance</u> , after <u>deductible</u> <u>Network</u> : 50% <u>coinsurance</u>	Not Covered	None
<b>If you are pregnant</b>	Office visits	No Charge	Not Covered	<u>Cost-sharing</u> does not apply for <u>preventive services</u> . Depending on the type of service, 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 professional services	Designated <u>Network</u> : 40% <u>coinsurance</u> <u>Network</u> : 50% <u>coinsurance</u>	Not Covered	
	Childbirth/delivery facility services	Designated <u>Network</u> : 40% <u>coinsurance</u> <u>Network</u> : 50% <u>coinsurance</u>	Not Covered	
<b>If you need help recovering or have</b>	<u>Home health care</u>	Designated <u>Network</u> : 40% <u>coinsurance</u>	Not Covered	Limited to 28 hours /week, not to exceed 60 visits/year.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
other special health needs		<u>Network:</u> 50% <u>coinsurance</u>		
	<u>Rehabilitation services</u>	<u>Designated Network:</u> \$100 <u>copay</u> /visit, <u>deductible</u> does not apply <u>Network:</u> \$200 <u>copay</u> /visit, <u>deductible</u> does not apply	Not Covered	Limits/year: Cardiac, Pulmonary: Unlimited visits each; Physical, Speech, Occupational: 20 visits each
	<u>Habilitative services</u>	<u>Designated Network:</u> PT/OT/ST for Autism: No Charge All Other Therapies: \$100 <u>copay</u> /visit, <u>deductible</u> does not apply <u>Network:</u> PT/OT/ST for Autism: 50% <u>coinsurance</u> All Other Therapies: \$200 <u>copay</u> /visit, <u>deductible</u> does not apply	Not Covered	Limits/year: Speech, Physical, Occupational: 20 visits each No limits apply for treatment of Autism Spectrum Disorder Services.
	<u>Skilled nursing care</u>	<u>Designated Network:</u> 40% <u>coinsurance</u> <u>Network:</u> 50% <u>coinsurance</u>	Not Covered	Skilled nursing is limited to 100 days/year. Inpatient rehabilitation limited to 60 days/year.
	<u>Durable medical equipment</u>	<u>Designated Network:</u> 40% <u>coinsurance</u> <u>Network:</u> 50% <u>coinsurance</u>	Not Covered	None
	<u>Hospice services</u>	<u>Designated Network:</u> 40% <u>coinsurance</u> <u>Network:</u> 50% <u>coinsurance</u>	Not Covered	None
	If your child needs dental or eye care	Children's eye exam	No Charge	Not Covered
Children's glasses		40% <u>coinsurance</u>	Not Covered	Limited to 1 pair/12 months.
Children's dental		No Charge	Not Covered	Limited to 2 visits/12 months.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
	check-up			

## 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.)

- |                       |  |  |
|-----------------------|--|--|
| • Cosmetic surgery    | • Non-emergency care when traveling outside the U.S. | • Routine foot care - except as covered for certain diseases |
| • Dental care (Adult) | • Routine eye care (Adult)                           | • Weight loss programs                                       |
| • Long-term care      |  |  |

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

- |                               |   |  |
|-------------------------------|---|--|
| • Abortion                    | • Chiropractic (manipulative) care - 20 visits/year | • Infertility treatment - diagnosis and treatment of underlying causes |
| • Acupuncture - 6 visits/year | • Hearing aids                                      | • Private-duty nursing - inpatient only                                |
| • Bariatric surgery           |   |  |

**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: Rocky Mountain Health Maintenance Organization, Inc. at 1-888-809-6539 or U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or [dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa](https://dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa) or Colorado Division of Insurance, 1560 Broadway, Suite 850, Denver, CO 80202, 1-800-930-3745, [DORA\\_Insurance@state.co.us](mailto:DORA_Insurance@state.co.us) or [doi.colorado.gov](https://doi.colorado.gov) or Office of Personnel Management Multi State Plan Program: [opm.gov/healthcare-insurance/multi-state-plan-program/external-review/](https://opm.gov/healthcare-insurance/multi-state-plan-program/external-review/). 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 [HealthCare.gov](https://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 on how to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact: the Member Service number listed on the back of your ID card or [myuhc.com/exchange](https://myuhc.com/exchange) or the Employee Benefits Security Administration at 1-866-444-3272 or [dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa](https://dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa) or Colorado Division of Insurance at 1-800-930-3745, [DORA\\_Insurance@state.co.us](mailto:DORA_Insurance@state.co.us) or [doi.colorado.gov](https://doi.colorado.gov).

Additionally, a consumer assistance program may help you file your appeal. Contact [dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa](https://dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa).

### 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? **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 1-888-809-6539

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-888-809-6539

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-888-809-6539

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-888-809-6539

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

## About these Coverage Examples:



**This is not a cost estimator.** Treatments shown are just examples of how this 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)

■ <u>The plan's overall deductible</u>	\$8,200
■ <u>Specialist copayment</u>	\$115
■ <u>Hospital (facility) coinsurance</u>	40%
■ <u>Other coinsurance</u>	40%

This EXAMPLE event includes services like:

Specialist office visits (*pre-natal 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>
<b>In this example, Peg would pay:</b>	
<i>Cost Sharing</i>	
<u>Deductibles</u>	<b>\$8,200</b>
<u>Copayments</u>	<b>\$400</b>
<u>Coinsurance</u>	<b>\$600</b>
<i>What isn't covered</i>	
Limits or exclusions	<b>\$60</b>
<b>The total Peg would pay is</b>	<b>\$9,260</b>

### Managing Joe's Type 2 Diabetes

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

■ <u>The plan's overall deductible</u>	\$8,200
■ <u>Specialist copayment</u>	\$115
■ <u>Hospital (facility) coinsurance</u>	40%
■ <u>Other coinsurance</u>	40%

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>
<b>In this example, Joe would pay:</b>	
<i>Cost Sharing</i>	
<u>Deductibles</u>	<b>\$200</b>
<u>Copayments</u>	<b>\$400</b>
<u>Coinsurance</u>	<b>\$0</b>
<i>What isn't covered</i>	
Limits or exclusions	<b>\$0</b>
<b>The total Joe would pay is</b>	<b>\$600</b>

### Mia's Simple Fracture

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

■ <u>The plan's overall deductible</u>	\$8,200
■ <u>Specialist copayment</u>	\$115
■ <u>Hospital (facility) coinsurance</u>	40%
■ <u>Other coinsurance</u>	40%

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>
<b>In this example, Mia would pay:</b>	
<i>Cost Sharing</i>	
<u>Deductibles</u>	<b>\$2,100</b>
<u>Copayments</u>	<b>\$600</b>
<u>Coinsurance</u>	<b>\$0</b>
<i>What isn't covered</i>	
Limits or exclusions	<b>\$0</b>
<b>The total Mia would pay is</b>	<b>\$2,700</b>





**Colorado Supplement to the Summary of Benefits and Coverage Form**

<b>INSURANCE COMPANY NAME</b>	Rocky Mountain Health Maintenance Organization, Inc., A UnitedHealthcare Company
<b>NAME OF PLAN</b>	Monument Health HMO
<b>1. Type of Policy</b>	Individual Policy
<b>2. Type of plan</b>	Health Maintenance Organization (HMO)
<b>3. Areas of Colorado where plan is available.</b>	Plan is available only in the following areas: Delta, Mesa, Moffatt, and Rio Blanco Counties.

**SUPPLEMENTAL INFORMATION REGARDING BENEFITS**

**Important Note:** The contents of this form are subject to the provisions of the policy, which contains all terms, covenants and conditions of coverage. It provides additional information meant to supplement the Summary of Benefits of Coverage you have received for this plan. This plan may exclude coverage for certain treatments, diagnoses, or services not specifically noted. Consult the actual policy to determine the exact terms and conditions of coverage.

	<b>Description</b>
<b>4. Annual Deductible Type</b>	<p>INDIVIDUAL – The amount that each member of the family must meet prior to claims being paid. Claims will not be paid for any other individual until their individual deductible or the family deductible has been met.</p> <p>FAMILY – The maximum amount that the family will pay for the year. The family deductible can be met by 2 or more individuals.</p>
<b>5. Out-of-Pocket Maximum</b>	<p>INDIVIDUAL - The amount that each member of the family must meet prior to claims being paid at 100%. Claims will not be paid at 100% for any other individual until their individual out-of-pocket or the family out-of-pocket has been met.</p> <p>FAMILY- the maximum amount that the family will pay for the year. The family out-of-pocket can be met by 2 or more individuals.</p>
<b>6. What is included in the In-Network Out-of-Pocket Maximum?</b>	All deductibles, co-payments, and co-insurance, including those for prescription drugs.
<b>7. Is pediatric dental covered by this plan?</b>	Yes, pediatric dental is covered at 100% of allowable charges, subject to service limitations.
<b>8. What cancer screenings are covered?</b>	<p>Subject to the parameters set forth below, cancer screening tests for the following items are covered subject to any applicable plan deductibles, co-payments/co-insurance, and maximum benefit levels:</p> <ul style="list-style-type: none"> <li>• Breast - Mammogram</li> <li>• Cervical - PAP test</li> <li>• Colorectal - Colonoscopy, Sigmoidoscopy, Fecal Occult Blood</li> <li>• Lung - Low dose CT</li> <li>• Ovarian - CA125</li> <li>• Prostate - PSA</li> </ul> <p>Coverage for these cancer screening tests are subject to the following parameters:</p> <ol style="list-style-type: none"> <li>a) the test must be ordered by your physician, and</li> <li>b) you must comply with plan procedures</li> </ol>

**USING THE PLAN**

	<b>IN-NETWORK</b>	<b>OUT-OF-NETWORK</b>
<b>9. If the provider charges more for a covered service than the plan normally pays, does the enrollee have to pay the difference?</b>	No	Yes
<b>10. Does the plan have a binding arbitration clause?</b>	Yes	

**Questions:** Call 1-888-809-6539 or visit us at [www.uhc.com](http://www.uhc.com).

Spanish (Español): Para obtener asistencia en Español, llame al 1-888-809-6539. Si usted lo solicita, hay disponible una versión de este aviso completamente traducida en español.

If you are not satisfied with the resolution of your complaint or grievance, contact:

Colorado Division of Insurance  
Consumer Services, Life and Health Section  
1560 Broadway, Suite 850, Denver CO 80202  
Call: 303-894-7490 (in-state, toll-free: 800-930-3745)  
Email: [dora\\_insurance@state.co.us](mailto:dora_insurance@state.co.us)

## Notice of Nondiscrimination

Rocky Mountain Health Plans (RMHP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. RMHP does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

RMHP takes reasonable steps to ensure meaningful access and effective communication is provided timely and free of charge:

- Provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters (remote interpreting service or on-site appearance)
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language assistance services to people whose primary language is not English, such as:
  - Qualified interpreters (remote or on-site)
  - Information written in other languages

If you believe that RMHP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can send a complaint to:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
Email: UHC\_Civil\_Rights@uhc.com

You must send the complaint within 60 days of the incident. We will send you a decision within 30 days. If you disagree with the decision, you have 15 days to appeal.

If you need help with your complaint, please call the toll-free number on your health plan ID card (TTY/RTT 711). We are available Monday through Friday, 8 a.m. to 8 p.m., ET.

You can also file a complaint with the U.S. Dept. of Health and Human services.

**Online:** <https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>

**Phone:** Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

**Mail:** U.S. Dept. of Health and Human Services  
200 Independence Avenue, SW Room 509F  
HHH Building  
Washington, D.C. 20201

## Multi-Language Insert

**ATENCIÓN:** Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en la portada de esta guía.

**請注意：**如果您說中文(Chinese)，我們免費為您提供語言協助服務。請撥打本手冊封面所列的免付費會員電話號碼。

**XIN LƯU Ý:** Nếu quý vị nói tiếng Việt (Vietnamese), quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Xin vui lòng gọi số điện thoại miễn phí dành cho hội viên trên trang bìa của tập sách này.

**알림:** 한국어(Korean)를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 이 책자 앞 페이지에 기재된 무료 회원 전화번호로 문의하십시오.

**PAUNAWA:** Kung nagsasalita ka ng Tagalog (Tagalog), may makukuha kang mga libreng serbisyo ngtulong sa wika. Pakitawagan ang toll-free na numero ng telepono na nakalista sa harapan ng booklet na ito.

**ВНИМАНИЕ:** бесплатные услуги перевода доступны для людей, чей родной язык является русским (Russian). Позвоните по бесплатному номеру телефона, указанному на лицевой стороне данной брошюры.

تنبيه: إذا كنت تتحدث العربية ، فهناك خدمات مساعدة لغوية مجانية متاحة. اتصل بالرقم المجاني على غلاف هذا الدليل.

**ATANSYON:** Si w pale Kreyòl ayisyen (Haitian Creole), ou kapab benefisye sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nimewo telefòn gratis pou manm yo ki sou kouvèti ti liv sa a.

**ATTENTION :** Si vous parlez français (French), des services d'aide linguistique vous sont proposés gratuitement. Veuillez appeler le numéro de téléphone sans frais pour les affiliés figurant au début de ce guide.

**UWAGA:** Jeżeli mówisz po polsku (Polish), udostępniłmy darmowe usługi tłumacza. Prosimy zadzwonić pod bezpłatny członkowski numer telefonu podany na okładce tej broszury.

**ATENÇÃO:** Se você fala português (Portuguese), contate o serviço de assistência de idiomas gratuito. Ligue gratuitamente para o número do membro encontrado na frente deste folheto.

**ATTENZIONE:** in caso la lingua parlata sia l'italiano (Italian), sono disponibili servizi di assistenza linguistica gratuiti. Si prega di chiamare il numero verde per i membri indicato all'inizio di questo libretto.

**ACHTUNG:** Falls Sie Deutsch (German) sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Bitte rufen Sie die gebührenfreie Rufnummer für Mitglieder auf der Vorderseite dieser Broschüre an.

## Multi-Language Insert

注意事項：日本語(Japanese) を話される場合、無料の言語支援サービスをご利用いただけます。本冊子の表紙に記載されているメンバー用フリーダイヤルにお電話ください。

تودخ اگرد بيفارسى صحتوم كويدي ، خدمات تكميله زبان رايگان در دسترس لى بيبا شيتاريفين رايگان روى لى اين رولم لى بى بگيويدي .

ध्यान दें: यदि आप हिंदी बोलते हैं, तो नि: शुल्क भाषा सहायता सेवाएं उपलब्ध हैं। इस गाइड के कवर पर टोल-फ्री नंबर पर कॉल करें।

CEEB TOOM: Yog koj hais Lus Hmoob (Hmong), muaj kev pab txhais lus pub dawb rau koj. Thov hu tus tswv cuab xov tooj hu dawb teev nyob ntawm sab xub ntiag ntawm phau ntawv no.

ចំណាប់អារម្មណ៍: ១០បើសិនម្នាក់និយាយភាសាខ្មែរ (Khmer) ១០សវាជំនួយភាសាខ្មែរដោយឥតគិតថ្លៃ គឺមានសំរាប់ម្នាក់។ សូមទូរស័ព្ទទៅលេខសមាជិកឥតគិតថ្លៃ បានកក់លេខនៅខាងមុខខ្សែស្រឡៅនេះ។

PAKDAAR: Nu saritaem ti Ilocano (Ilocano), ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Pakitawagan iti miyembro toll-free nga number nga nakasurat iti sango ti libro.

DÍI BAA'ÁKONÍNÍZIN: Diné (Navajo) bizaad bee yánilti'go, saad bee áka'anída'awo'ígíí, t'áá jíik'eh, bee ná'ahóót'i'. T'áá shqódi díi naaltsoos bidáahgi t'áá jíik'eh naaltsoos báha'dít'éhígíí béésh bee hane'i biká'ígíí bee hodiilnih.

OGOW: Haddii aad ku hadasho Soomaali (Somali), adeegyada taageerada luqadda, oo bilaash ah, ayaad heli kartaa. Fadlan wac lambarka xubinta ee telefonka bilaashka ah ee ku qoran xagga hore ee buugaraha.