



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.kp.org/plandocuments](http://www.kp.org/plandocuments) or call 1-800-788-0710 (TTY: 711). 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 1-800-788-0710 (TTY: 711) to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <a href="#">deductible</a> ?	<a href="#">Participating Provider</a> Tier: \$6,300 Individual / \$12,600 Family. <a href="#">Non-Participating Provider</a> Tier: \$12,600 Individual / \$25,200 Family	Generally, you must pay all of the costs from <a href="#">providers</a> up to the <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay. If you have other family members on the <a href="#">plan</a> , each family member must meet their own individual <a href="#">deductible</a> until the total amount of <a href="#">deductible</a> expenses paid by all family members meets the overall family <a href="#">deductible</a> .
Are there services covered before you meet your <a href="#">deductible</a> ?	Yes. <a href="#">Preventive care</a> and services indicated in chart starting on page 2.	This <a href="#">plan</a> covers some items and services even if you haven't yet met the <a href="#">deductible</a> amount. But a <a href="#">copayment</a> or <a href="#">coinsurance</a> may apply. For example, this <a href="#">plan</a> covers certain <a href="#">preventive services</a> without <a href="#">cost-sharing</a> and before you meet your <a href="#">deductible</a> . See a list of covered <a href="#">preventive</a> services at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .
Are there other <a href="#">deductibles</a> for specific services?	Yes. \$500 Individual / \$1,000 Family for <a href="#">prescription drugs</a> . There are no other specific <a href="#">deductibles</a> .	You must pay all of the costs for these services up to the specific <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay for these services.
What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a> ?	<a href="#">Participating Provider</a> Tier: \$8,200 Individual / \$16,400 Family. <a href="#">Non-Participating Provider</a> Tier: \$16,400 Individual / \$32,800 Family	The <a href="#">out-of-pocket limit</a> is the most you could pay in a year for covered services. If you have other family members in this <a href="#">plan</a> , they have to meet their own <a href="#">out-of-pocket limits</a> until the overall family <a href="#">out-of-pocket limit</a> has been met.
What is not included in the <a href="#">out-of-pocket limit</a> ?	<a href="#">Premiums</a> , precertification penalties, <a href="#">balance billing</a> charges, and health care services this <a href="#">plan</a> doesn't cover, indicated in chart starting on page 2.	Even though you pay these expenses, they don't count toward the <a href="#">out-of-pocket limit</a> .
Will you pay less if you use a <a href="#">network provider</a> ?	Yes. See <a href="http://www.kp.org/kpic/ppo">www.kp.org/kpic/ppo</a> or call 1-800-788-0710 (TTY: 711) for a list of <a href="#">network providers</a> .	This <a href="#">plan</a> uses a <a href="#">provider network</a> . You will pay less if you use a <a href="#">provider</a> in the <a href="#">plan's network</a> . You will pay the most if you use an <a href="#">out-of-network provider</a> , and you might receive a bill from a <a href="#">provider</a> for the difference between the <a href="#">provider's</a> charge and what your <a href="#">plan</a> pays ( <a href="#">balance billing</a> ). Be aware your <a href="#">network provider</a> might use an <a href="#">out-of-network provider</a> for some services (such as lab work). Check with your <a href="#">provider</a> before you get services.
Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a> ?	No.	You can see the <a href="#">specialist</a> you choose without a <a href="#">referral</a> .



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
		Participating Provider Tier (You will pay the least)	Non-Participating Provider Tier (You will pay the most)	
<b>If you visit a health care provider's office or clinic</b>	Primary care visit to treat an injury or illness	\$65 / visit	100% <a href="#">coinsurance</a>	<a href="#">Participating Provider</a> : <a href="#">Deductible</a> waived for the first three non-preventive primary care, specialty care, <a href="#">urgent care</a> . <a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a> .
	<a href="#">Specialist</a> visit	\$95 / visit	100% <a href="#">coinsurance</a>	<a href="#">Participating Provider</a> : <a href="#">Deductible</a> waived for the first three non-preventive primary care, specialty care, <a href="#">urgent care</a> . <a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a> .
	<a href="#">Preventive care/screening/</a> Immunization	No charge, <a href="#">deductible</a> does not apply	40% <a href="#">coinsurance</a> , <a href="#">deductible</a> does not apply	Routine physical exams are not covered for <a href="#">Non-Participating Provider</a> . You may have to pay for services that aren't <a href="#">preventive</a> . Ask your <a href="#">provider</a> if the services needed are <a href="#">preventive</a> . Then check what your <a href="#">plan</a> will pay for.
<b>If you have a test</b>	<a href="#">Diagnostic test</a> (x-ray, blood work)	X-ray: 40% <a href="#">coinsurance</a> . Lab tests: \$40 / test, <a href="#">deductible</a> does not apply	100% <a href="#">coinsurance</a>	<a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a>
	Imaging (CT/PET scans, MRIs)	40% <a href="#">coinsurance</a>	100% <a href="#">coinsurance</a>	<a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a> Precertification required. Failure to precertify may result in a penalty of up to \$500.
<b>If you need drugs to treat your illness or condition</b> More information about <a href="#">prescription drug coverage</a> is available at <a href="http://www.kp.org/kpic/ppo">www.kp.org/kpic/ppo</a>	Generic drugs	MedImpact: \$18 / <a href="#">prescription</a> (retail), \$36/ <a href="#">prescription</a> (mail order), after drug <a href="#">deductible</a>	Not covered	Up to a 30-day supply retail or 100-day supply mail order (Walgreens' home delivery). Subject to <a href="#">formulary</a> guidelines. No charge for contraceptives.
	Preferred brand drugs	MedImpact: 40% <a href="#">coinsurance</a> up to \$500 / <a href="#">prescription</a> , after drug <a href="#">deductible</a>	Not covered	Up to a 30-day supply retail or 100-day supply mail order (Walgreens' home delivery). Subject to <a href="#">formulary</a> guidelines. No charge for contraceptives.
	Non-preferred brand drugs	MedImpact: 40% <a href="#">coinsurance</a> up to \$500 / <a href="#">prescription</a> , after drug <a href="#">deductible</a>	Not covered	Up to a 30-day supply retail or 100-day supply mail order (Walgreens' home delivery). Subject to <a href="#">formulary</a> guidelines. No charge for contraceptives.
	<a href="#">Specialty drugs</a>	MedImpact: 40% <a href="#">coinsurance</a> up to \$500 / <a href="#">prescription</a> , after drug <a href="#">deductible</a>	Not covered	Up to a 30-day supply retail. Subject to <a href="#">formulary</a> guidelines.
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	40% <a href="#">coinsurance</a>	100% <a href="#">coinsurance</a>	Precertification required. Failure to precertify may result in a penalty of up to \$500. <a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a>

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Participating Provider Tier (You will pay the least)	Non-Participating Provider Tier (You will pay the most)	
	Physician/surgeon fees	40% <a href="#">coinsurance</a>	100% <a href="#">coinsurance</a>	Precertification required. Failure to precertify may result in a penalty of up to \$500. <a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a>
If you need immediate medical attention	<a href="#">Emergency room care</a>	40% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	<a href="#">Coinsurance</a> waived if admitted to hospital as inpatient.
	<a href="#">Emergency medical transportation</a>	40% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	None.
	<a href="#">Urgent care</a>	\$65 / visit	100% <a href="#">coinsurance</a>	<a href="#">Participating Provider</a> : <a href="#">Deductible</a> waived for the first three non-preventive primary care, specialty care, <a href="#">urgent care</a> . <a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a> .
If you have a hospital stay	Facility fee (e.g., hospital room)	40% <a href="#">coinsurance</a>	100% <a href="#">coinsurance</a>	Precertification required (except for emergencies, or length of stay following mastectomy/lymph node surgeries). Failure to precertify may result in a penalty of up to \$500. <a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a>
	Physician/surgeon fees	40% <a href="#">coinsurance</a>	100% <a href="#">coinsurance</a>	Precertification required (except for emergencies, or length of stay following mastectomy/lymph node surgeries). Failure to precertify may result in a penalty of up to \$500. <a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a>
If you need mental health, behavioral health, or substance abuse services	Outpatient services	\$65 / individual visit. No charge for other outpatient services, <a href="#">deductible</a> does not apply.	100% <a href="#">coinsurance</a>	<a href="#">Participating Provider</a> : \$32 / group visit. <a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a> .
	Inpatient services	40% <a href="#">coinsurance</a>	100% <a href="#">coinsurance</a>	Precertification required (does not apply to emergency admissions and services). Failure to precertify may result in a penalty of up to \$500.
If you are pregnant	Office visits	No charge, <a href="#">deductible</a> does not apply	40% <a href="#">coinsurance</a> , <a href="#">deductible</a> does not apply.	Depending on the type of services, a <a href="#">copayment</a> , <a href="#">coinsurance</a> , or <a href="#">deductible</a> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound.)
	Childbirth/delivery professional services	40% <a href="#">coinsurance</a>	100% <a href="#">coinsurance</a>	<a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a>
	Childbirth/delivery facility services	40% <a href="#">coinsurance</a>	100% <a href="#">coinsurance</a>	Precertification required (for maternity admission stays exceeding 48/96 hours for vaginal/caesarean deliveries). Failure to precertify may result in a penalty of up to \$500. <a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a>

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Participating Provider Tier (You will pay the least)	Non-Participating Provider Tier (You will pay the most)	
<b>If you need help recovering or have other special health needs</b>	<a href="#">Home health care</a>	40% <a href="#">coinsurance</a>	100% <a href="#">coinsurance</a>	Up to 100 visits combined / year. (Limit does not apply to physical, occupational, and speech therapy visits or to Treatment of Mental Health and Substance Use Disorders). Precertification required. Failure to precertify may result in a penalty of up to \$500. <a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a>
	<a href="#">Rehabilitation services</a>	Outpatient: \$65 / visit, <a href="#">deductible</a> does not apply. Inpatient: 40% <a href="#">coinsurance</a>	100% <a href="#">coinsurance</a>	Precertification required. Failure to precertify may result in a penalty of up to \$500. <a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a>
	<a href="#">Habilitation services</a>	Outpatient: \$65 / visit, <a href="#">deductible</a> does not apply Inpatient: 40% <a href="#">coinsurance</a>	100% <a href="#">coinsurance</a>	Precertification required. Failure to precertify may result in a penalty of up to \$500. <a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a>
	<a href="#">Skilled nursing care</a>	40% <a href="#">coinsurance</a>	100% <a href="#">coinsurance</a>	Up to 100 days / benefit period. Precertification required. (The day maximum does not apply to <a href="#">medically necessary</a> treatment of Mental Health and Substance Use Disorders). Failure to precertify may result in a penalty of up to \$500. <a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a>
	<a href="#">Durable medical equipment</a>	40% <a href="#">coinsurance</a>	100% <a href="#">coinsurance</a>	Up to \$2,000 limit / year for certain items. Precertification required. Failure to precertify may result in a penalty of up to \$500. <a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a>
	<a href="#">Hospice services</a>	No charge, <a href="#">deductible</a> does not apply	100% <a href="#">coinsurance</a>	<a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a>
<b>If your child needs dental or eye care</b>	Children's eye exam	No charge, <a href="#">deductible</a> does not apply	No charge	Limited to 1 exam / year
	Children's glasses	No charge, <a href="#">deductible</a> does not apply	100% <a href="#">coinsurance</a>	Limited to 1 pair of glasses/year from select frames and lenses. <a href="#">Non-Participating Provider</a> : Up to <a href="#">out-of-pocket limit</a>
	Children's dental check-up	No charge, <a href="#">deductible</a> does not apply	No charge, <a href="#">deductible</a> does not apply	Limited to 2 check-ups / year

**Excluded Services & Other Covered Services:**

Services Your <a href="#">Plan</a> Generally Does NOT Cover (Check your policy or <a href="#">plan</a> document for more information and a list of any other <a href="#">excluded services</a> .)		
<ul style="list-style-type: none"> <li>• Chiropractic care</li> <li>• Cosmetic surgery</li> <li>• Dental care (Adult)</li> </ul>	<ul style="list-style-type: none"> <li>• Hearing aids</li> <li>• Long-term 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</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.)**

- Acupuncture
- Bariatric surgery
- Infertility treatment (\$1,000 limit / year)
- Routine eye care (Adult)

**Your Rights to Continue Coverage:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is shown in the chart below. 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 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 agencies in the chart below.

**Contact Information for Your Rights to Continue Coverage & Your Grievance and Appeals Rights:**

Kaiser Permanente Member Services	1-800-788-0710 (TTY: 711) or <a href="http://www.kp.org/memberservices">www.kp.org/memberservices</a>
Department of Labor's Employee Benefits Security Administration	1-866-444-EBSA (3272) or <a href="http://www.dol.gov/ebsa/healthreform">www.dol.gov/ebsa/healthreform</a>
Department of Health & Human Services, Center for Consumer Information & Insurance Oversight	1-877-267-2323 x61565 or <a href="http://www.cciio.cms.gov">www.cciio.cms.gov</a>
California Department of Insurance	1-800-927-HELP (4357) or <a href="http://www.insurance.ca.gov">www.insurance.ca.gov</a>

**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 1-800-788-0710 (TTY: 711)

[Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-788-0710 (TTY: 711).

[Chinese (中文): 如果需要中文的帮助, 请拨打这个号码1-800-788-0710 (TTY: 711)

[Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-800-788-0710 (TTY: 711)

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

*The PPO Plan is underwritten by Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc. (KFHP)*

## 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 <a href="#">plan's</a> overall <a href="#">deductible</a>	\$6,300
■ <a href="#">Specialist copayment</a>	\$95
■ Hospital (facility) <a href="#">coinsurance</a>	40%
■ Other (blood work) <a href="#">copayment</a>	\$40

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>
---------------------------	-----------------

In this example, Peg would pay:

Cost Sharing	
<a href="#">Deductibles</a>	\$6,300
<a href="#">Copayments</a>	\$10
<a href="#">Coinsurance</a>	\$1,300
What isn't covered	
Limits or exclusions	\$50
<b>The total Peg would pay is</b>	<b>\$7,660</b>

### Managing Joe's Type 2 Diabetes (a

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

■ The <a href="#">plan's</a> overall <a href="#">deductible</a>	\$6,300
■ <a href="#">Specialist copayment</a>	\$95
■ Hospital (facility) <a href="#">coinsurance</a>	40%
■ Other (blood work) <a href="#">copayment</a>	\$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>
---------------------------	----------------

In this example, Joe would pay:

Cost Sharing	
<a href="#">Deductibles</a>	\$1,400
<a href="#">Copayments</a>	\$300
<a href="#">Coinsurance</a>	\$1,300
What isn't covered	
Limits or exclusions	\$0
<b>The total Joe would pay is</b>	<b>\$3,000</b>

### Mia's Simple Fracture

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

■ The <a href="#">plan's</a> overall <a href="#">deductible</a>	\$6,300
■ <a href="#">Specialist copayment</a>	\$95
■ Hospital (facility) <a href="#">coinsurance</a>	40%
■ Other (x-ray) <a href="#">coinsurance</a>	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>
---------------------------	----------------

In this example, Mia would pay:

Cost Sharing	
<a href="#">Deductibles</a>	\$2,800
<a href="#">Copayments</a>	\$10
<a href="#">Coinsurance</a>	\$0
What isn't covered	
Limits or exclusions	\$0
<b>The total Mia would pay is**</b>	<b>\$2,800</b>

\*\*Note: The Patient Pays amount is capped at the [plan's out-of-pocket limit](#). Total amounts may not add up due to rounding.

The [plan](#) would be responsible for the other costs of these EXAMPLE covered services.

## **Nondiscrimination Notice**

Kaiser Permanente Insurance Company (KPIC) does not discriminate based on race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability.

Language assistance services are available from our Member Services Contact Center 24 hours a day, seven days a week (except closed holidays). We can provide no cost aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters and written information in other formats; large print, audio, and accessible electronic formats. We also provide no cost language services to people whose primary language is not English, such as: qualified interpreters and information written in other languages. To request these services, please call **1-800-464-4000** (TTY users call **711**).

If you believe that KPIC failed to provide these services or there is a concern of discrimination based on race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability you can file a complaint by phone or mail with the KPIC Civil Rights Coordinator. If you need help filing a grievance, the KPIC Civil Rights Coordinator is able to help you.

**KPIC Civil Rights Coordinator  
Grievance 1557  
5855 Copley Drive, Suite 250  
San Diego, CA 92111  
1-888-251-7052**

You may also contact the California Department of Insurance regarding your complaint.

**By Phone:  
California Department of Insurance  
1-800-927-HELP  
(1-800-927-4357)  
TDD: 1-800-482-4TDD  
(1-800-482-4833)**

**By Mail:  
California Department of Insurance  
Consumer Communications Bureau  
300 S. Spring Street  
Los Angeles, CA 90013**

**Electronically:  
[www.insurance.ca.gov](http://www.insurance.ca.gov)**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights if there is a concern of discrimination based on race, color, national origin, age, disability, or sex. You can file the complaint 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, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



KAISER PERMANENTE.

**Kaiser Permanente Insurance Company  
Notice of Language Assistance**

**No Cost Language Services.** You can get an interpreter. You can get documents read to you and some sent to you in your language. For help, call us at the number listed on your ID card or 1-800-464-4000. For more help call the CA Dept. of Insurance at 1-800-927-4357. TTY users call 711. English

**Servicios en otros idiomas sin ningún costo.** Puede conseguir un intérprete. Puede conseguir que le lean los documentos y que algunos se le envíen en su idioma. Para obtener ayuda, llámenos al número que aparece en su tarjeta de identificación o al 1-800-464-4000. Para obtener más ayuda, llame al Departamento de Seguro de CA al 1-800-927-4357. Los usuarios de la línea TTY deben llamar al 711. Spanish

**免費語言服務。** 您可使用口譯員。您可請人將文件唸給您聽，且您可請我們將您語言版本的部分文件寄給您。如需協助，請致電列於會員卡上的電話號碼或致電 1-800-464-4000 與我們聯絡。如需進一步協助，請致電 1-800-927-4357 與加州保險局聯絡。聽障及語障電話專線使用者請致電 711。Chinese

\*\*\*\*\*

**No Cost Language Services.** You can get an interpreter and get documents read to you in your language. For help, call us at the number listed on your ID card or 1-800-464-4000. For more help call the CA Dept. of Insurance at 1-800-927-4357. TTY users call 711. English

**Doo bik'é azláágo Saad Bee Áká Aná'álwo'.** Ata' halne'í ná shóidoot'eet. Nizaad bee naaltsos nich'í' yídóoltah Shíká i'doolwoł nínízingo éi béesh bee hodílnih, naaltsos bee nééhózinígíi bik'ehgo hane'í bikáá' éi doodago koji' hodílnih 1-800-464-4000. Náána lahgo áldó' shíká i'doolwoł nínízingo koji' hodílnih CA Dept. of Insurance bik'ehgo hane'í éi 1-800-927-4357. TTY chodayooł'ígíi éi díi 711. Navajo

**Dịch vụ về ngôn ngữ miễn phí.** Quý vị có thể được cấp thông dịch viên và được người đọc giấy tờ, tài liệu bằng ngôn ngữ quý vị dùng cho quý vị nghe. Để được giúp đỡ, xin gọi chúng tôi theo số điện thoại ghi trên thẻ ID hội viên hoặc số 1-800-464-4000. Để được giúp đỡ thêm, vui lòng gọi Bộ Bảo hiểm CA theo số 1-800-927-4357. Người sử dụng TTY gọi số 711. Vietnamese

**무료 언어 서비스.** 한국어 통역 서비스 및 한국어로 서류를 낭독해 드리는 서비스를 제공하고 있습니다. 도움이 필요하신 분은 귀하의 ID 카드에 나와 있는 전화번호 또는 1-800-464-4000 번으로 문의하십시오. 보다 자세한 사항은 캘리포니아 주 보험국, 전화번호 1-800-927-4357 번으로 문의하십시오. TTY 사용자 번호 711. Korean

**Mga Libreng Serbisyo kaugnay sa Wika.** Maaari kayong kumuha ng tagasalin-wika at hingin na basahin sa inyo ang mga dokumento sa sarili ninyong wika. Para humingi ng tulong, tawagan kami sa numerong nakasulat sa inyong ID card o sa 1-800-464-4000. Para sa karagdagang tulong tawagan ang CA Dept. of Insurance sa 1-800-927-4357. Dapat tumawag ang mga gumagamit ng TTY sa 711. Tagalog

**Անվճար լեզվական ծառայություններ:** Դուք կարող եք օգտվել բանավոր թարգմանչի ծառայություններից և խնդրել, որ փաստաթղթերը Ձեր լեզվով կարդան Ձեզ համար: Օգնության համար զանգահարեք մեզ՝ Ձեր ID քարտի վրա նշված կամ 1-800-464-4000 հեռախոսահամարով: Լրացուցիչ օգնության համար զանգահարեք Կալիֆոռնիայիապահովագրության դեպարտամենտ՝ 1-800-927-4357 հեռախոսահամարով: TTY -ից օգտվողները պետք է զանգահարեն 711: Armenian



**Бесплатные услуги языкового перевода.** Вы можете воспользоваться услугами переводчика, при этом документы могут быть зачитаны Вам на Вашем языке. Чтобы получить помощь, позвоните нам по телефону, указанному в Вашей идентификационной карточке участника, или 1-800-464-4000. За дополнительной помощью обращайтесь в Департамент страхования штата Калифорния (CA Dept. of Insurance) по телефону 1-800-927-4357. Пользователи TTY, звоните по номеру 711. Russian

**無料の言語サービス。** 通訳に依頼して、日本語で書類を読んでもらうことができます。通訳サービスが必要な際は、IDカードに記載の番号、または 1-800-464-4000 にお電話ください。さらにヘルプが必要な場合は、カリフォルニア州保険庁（1-800-927-4357）にお電話ください。TTY ユーザーの方は、711 にお電話ください。Japanese

**خدمات زبان به صورت رایگان.** می توانید از خدمات مترجم شفاهی بهره مند شوید و ترتیب خواندن متن ها برای شما به زبان خودتان را بدهید. برای دریافت کمک و راهنمایی، با ما به شماره ای که روی کارت شناسایی شما قید شده یا 1-800-464-4000 تماس بگیرید. برای دریافت کمک و راهنمایی بیشتر با اداره بیمه کالیفرنیا به شماره 1-800-927-4357 تماس بگیرید. کاربران TTY با شماره 711 تماس حاصل نمایند. Persian

**ਮੁਫਤ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ।** ਤੁਸੀਂ ਇੱਕ ਦੁਬਾਰੀਏ ਦੀ ਸੇਵਾ ਹਾਸਲ ਕਰ ਸਕਦੇ ਹੋ ਅਤੇ ਤੁਹਾਨੂੰ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਪੜ੍ਹ ਕੇ ਸੁਣਾਏ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ, ਤੁਹਾਡੇ ਆਈਡੀ ਕਾਰਡ 'ਤੇ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਜਾਂ 1-800-464-4000 'ਤੇ ਸਾਨੂੰ ਫ਼ੋਨ ਕਰੋ। ਵਧੇਰੇ ਮਦਦ ਲਈ, ਕੈਲੀਫ਼ੋਰਨੀਆਂ ਡਿਪਾਰਟਮੈਂਟ ਆਫ਼ ਇਨਸੂਰੈਂਸ ਨੂੰ 1-800-927-4357 'ਤੇ ਫ਼ੋਨ ਕਰੋ। TTY ਦੇ ਉਪਯੋਗਕਰਤਾ 711 'ਤੇ ਫ਼ੋਨ ਕਰੋ। Punjabi

**សេវាភាសាឥតគិតថ្លៃ។** អ្នកអាចទទួលបានអ្នកបកប្រែបាន និងឱ្យគេអានឯកសារជូនអ្នក ជាភាសាខ្មែរ។ សំរាប់ជំនួយ សូមទូរស័ព្ទមកយើងតាមលេខដែលមាននៅលើប័ណ្ណ ID របស់អ្នក ឬ 1-800-464-4000។ សំរាប់ជំនួយថែមទៀត ទូរស័ព្ទទៅក្រសួងធានារ៉ាប់រងរដ្ឋកាលីហ្វ័រនីញ៉ា តាមលេខ 1-800-927-4357។ អ្នកប្រើ TTY ហៅលេខ 711។ Khmer

**خدمات ترجمة بدون تكلفة.** يمكنك الحصول على مترجم وقراءة الوثائق لك باللغة العربية. للحصول على المساعدة، اتصل بنا على الرقم المبين على بطاقة عضويتك أو على الرقم 1-800-464-4000. للحصول على مزيد من المعلومات اتصل بإدارة التأمين لولاية كاليفورنيا على الرقم 1-800-927-4357. لمستخدمي خدمة الهاتف النصي يرجى الاتصال على 711. Arabic

**Cov Kev Pab Txhais Lus Tsis Raug Nqi Dab Tsi** Koj muaj tau ib tug neeg txhais lus thiabhais tau kom nyeem cov ntaub ntawv ua koj hom lus rau koj. Xav tau kev pab, hu rau peb ntawm tus xov toojteev muaj nyob rau ntawm koj daim yuaj ID los yog 1-800-464-4000. Xav tau kev pab ntxiv hu rau CA Tuam Tsev Tswj Kev Pov Hwm ntawm 1-800-927-4357. Cov neeg siv TTY hu rau 711. Hmong

**मुफ्त भाषा सेवाएँ।** आप एक दुभाषिया प्राप्त कर सकते हैं और आपको दस्तावेज़ आपकी भाषा में पढ़ कर सुनाए जा सकते हैं। सहायता के लिए, अपने आईडी कार्ड पर दिये नम्बर या 1-800-464-4000 पर हमें फोन करें। अधिक सहायता के लिए कैलिफ़ोर्निया डिपार्टमेंट ऑफ़ इंशूरेंस को 1-800-927-4357 पर फोन करें। TTY प्रयोक्ता 711 पर फोन करें। Hindi

**บริการด้านภาษาที่ไม่คิดค่าบริการ** คุณสามารถขอรับบริการล่ามแปลภาษาและขอให้อ่านเอกสารให้คุณฟังเป็นภาษาของคุณได้ หากต้องการความช่วยเหลือ โปรดโทรติดต่อหาเราตามหมายเลขที่ระบุอยู่บนบัตร ID ของคุณหรือหมายเลข 1-800-464-4000 หากต้องการความช่วยเหลือในเรื่องอื่นๆ เพิ่มเติม โปรดโทรติดต่อฝ่ายประกันโรคมะเร็งที่หมายเลข 1-800-927-4357 ผู้ใช้ TTY โปรดโทรไปที่หมายเลข 711. Thai

This page is intentionally left blank.