
 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 see <https://kp.org/plandocuments> or call 1-888-865-5813 (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 1-888-865-5813 (TTY: 711) to request a copy.

| Important Questions   | Answers  | Why this Matters:  |
|---|--|--|
| <b>What is the overall <a href="#">deductible</a>?</b>                                | In-Network: \$1,000 Individual / \$3,000 Family;<br>Out-of-Network <a href="#">Provider</a> : \$2,000 Individual / \$6,000 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> .   |
| <b>Are there services covered before you meet your <a href="#">deductible</a>?</b>    | 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 services</a> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .  |
| <b>Are there other <a href="#">deductibles</a> for specific services?</b>             | \$250 / Individual \$500 / Family Brand, Non-Preferred and <a href="#">Specialty 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.   |
| <b>What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a>?</b> | In-Network <a href="#">Provider</a> : \$8,700 Individual / \$17,400 Family<br>Out-of-Network <a href="#">Provider</a> : \$17,400 Individual / \$34,800 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.  |
| <b>What is not included in the <a href="#">out-of-pocket limit</a>?</b>               | <a href="#">Premiums</a> , precertification penalties, balance-billing charges, health care this <a href="#">plan</a> doesn't cover, and services 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> .  |
| <b>Will you pay less if you use a <a href="#">network provider</a>?</b>               | Yes. See <a href="http://www.kp.org">www.kp.org</a> or call 1-888-865-5813 (TTY: 711) for a list of <a href="#">network providers</a> .  | This <a href="#">plan</a> uses a provider <a href="#">network</a> . You will pay less if you use a <a href="#">provider</a> in the plan's <a href="#">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 provider's charge and what your <a href="#">plan</a> pays ( <a href="#">balance billing</a> ). Be aware, your <a href="#">network providers</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. |

| Important Questions  | Answers  | Why this Matters:  |
|--|--|--|
| Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a> ? | Yes, but you may self-refer to certain <a href="#">specialists</a> . | This <a href="#">plan</a> will pay some or all of the costs to see a <a href="#">specialist</a> for covered services but only if you have a <a href="#">referral</a> before you see the <a href="#">specialist</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 In-network Provider (You will pay the least)  | What You Will Pay Out of network Provider (You will pay the most) | Limitations, Exceptions & Other Important Information   |
|--|--|---|---|---|
| If you visit a health care <a href="#">provider's</a> office or clinic | Primary care visit to treat an injury or illness         | KP: \$30 / visit, <a href="#">deductible</a> does not apply. <a href="#">Network</a> : \$50 / visit, <a href="#">deductible</a> does not apply. | 30% <a href="#">coinsurance</a>                                   | None  |
|  | <a href="#">Specialist</a> visit                         | KP: \$60 / visit, <a href="#">deductible</a> does not apply. <a href="#">Network</a> : \$80 / visit, <a href="#">deductible</a> does not apply. | 30% <a href="#">coinsurance</a>                                   | None  |
|  | <a href="#">Preventive care/ screening/ immunization</a> | No charge, <a href="#">deductible</a> does not apply  | 30% <a href="#">coinsurance</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. |
| If you have a test   | <a href="#">Diagnostic test</a> (x-ray, blood work)      | Xray: \$60 / visit, <a href="#">deductible</a> does not apply. Lab tests: No charge, <a href="#">deductible</a> does not apply.                 | 30% <a href="#">coinsurance</a>                                   | None  |
|  | Imaging (CT/PET scans, MRI's)                            | \$400 / scan  | 30% <a href="#">coinsurance</a>                                   | <a href="#">Preauthorization</a> required, or not covered.  |

| Common Medical Event  | Services You May Need                          | What You Will Pay In-network Provider (You will pay the least)  | What You Will Pay Out of network Provider (You will pay the most) | Limitations, Exceptions & Other Important Information  |
|---|--|---|---|--|
| <b>If you need drugs to treat your illness or condition</b><br>More information about <a href="#">prescription drug coverage</a> is available at <a href="http://www.kp.org/formulary">www.kp.org/formulary</a> | Generic drugs                                  | KP: \$10 / <a href="#">prescription</a> (retail), <a href="#">deductible</a> does not apply. KP: \$20 / <a href="#">prescription</a> (mail order), <a href="#">deductible</a> does not apply. <a href="#">Network</a> : \$20 / <a href="#">prescription</a> (retail), <a href="#">deductible</a> does not apply. <a href="#">Network</a> : \$60 / <a href="#">prescription</a> (mail order), <a href="#">deductible</a> does not apply. | 30% <a href="#">coinsurance</a>                                   | Covers up to a 30 day supply (retail); 31-90 day supply (mail order). No charge for contraceptives (subject to <a href="#">formulary</a> guidelines). Non Preferred Generics same as non preferred brand.  |
|   | Preferred brand drugs                          | KP: \$40 / <a href="#">prescription</a> (retail). KP: \$80 / <a href="#">prescription</a> (mail order). <a href="#">Network</a> : \$60 / <a href="#">prescription</a> (retail). <a href="#">Network</a> : \$180 / <a href="#">prescription</a> (mail order).  | 30% <a href="#">coinsurance</a>                                   | Covers up to a 30-day supply (retail <a href="#">prescription</a> ); 31-90 day supply (mail order <a href="#">prescription</a> ). KP/ <a href="#">Network</a> : After \$250 Individual / \$500 Family Rx <a href="#">Deductible</a> .  |
|   | Non-preferred brand drugs                      | KP: \$60 / <a href="#">prescription</a> (retail). KP: \$120 / <a href="#">prescription</a> (mail order). <a href="#">Network</a> : \$90 / <a href="#">prescription</a> (retail). <a href="#">Network</a> : \$270 / <a href="#">prescription</a> (mail order).   | 30% <a href="#">coinsurance</a>                                   | Covers up to a 30-day supply (retail <a href="#">prescription</a> ); 31-90 day supply (mail order <a href="#">prescription</a> ). KP/ <a href="#">Network</a> : After \$250 Individual / \$500 Family Rx <a href="#">Deductible</a> .  |
|   | <a href="#">Specialty drugs</a>                | KP: 25% <a href="#">coinsurance</a> / <a href="#">prescription</a> (retail). <a href="#">Network</a> : 30% <a href="#">coinsurance</a> / <a href="#">prescription</a> .   | 30% <a href="#">coinsurance</a>                                   | Covers up to a 30-day supply (retail & <a href="#">network</a> pharmacies). Subject to <a href="#">formulary</a> guidelines, when approved through the exception process. After \$250 Individual / \$500 Family Rx <a href="#">Deductible</a> for KP/ <a href="#">Network</a> Brand & <a href="#">Specialty</a> drugs. |
| <b>If you have outpatient surgery</b>   | Facility fee (e.g., ambulatory surgery center) | 20% <a href="#">coinsurance</a>   | 30% <a href="#">coinsurance</a>                                   | <a href="#">Preauthorization</a> required, or not covered.   |
|   | Physician/surgeon fees                         | 20% <a href="#">coinsurance</a>   | 30% <a href="#">coinsurance</a>                                   | <a href="#">Preauthorization</a> required, or not covered.   |

| Common Medical Event  | Services You May Need                            | What You Will Pay In-network Provider (You will pay the least)  | What You Will Pay Out of network Provider (You will pay the most) | Limitations, Exceptions & Other Important Information   |
|---|--|---|---|---|
| If you need immediate medical attention                                   | <a href="#">Emergency room care</a>              | \$550 / visit, <a href="#">deductible</a> does not apply  | \$550 / visit, <a href="#">deductible</a> does not apply          | None  |
|   | <a href="#">Emergency medical transportation</a> | \$550 / trip, <a href="#">deductible</a> does not apply   | \$550 / trip, <a href="#">deductible</a> does not apply           | None  |
|   | <a href="#">Urgent care</a>                      | KP: \$60 / visit, <a href="#">deductible</a> does not apply. <a href="#">Network</a> : \$100 / visit, <a href="#">deductible</a> does not apply.                      | 30% <a href="#">coinsurance</a>                                   | None  |
| If you have a hospital stay   | Facility fee (e.g., hospital room)               | 20% <a href="#">coinsurance</a>   | 30% <a href="#">coinsurance</a>                                   | <a href="#">Preauthorization</a> required, or not covered.  |
|   | Physician/surgeon fee                            | 20% <a href="#">coinsurance</a>   | 30% <a href="#">coinsurance</a>                                   | <a href="#">Preauthorization</a> required, or not covered.  |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services                              | KP: \$30 / Individual visit, <a href="#">deductible</a> does not apply. <a href="#">Network</a> : \$50 / Individual visit, <a href="#">deductible</a> does not apply. | 30% <a href="#">coinsurance</a>                                   | KP: \$15 / group visit. <a href="#">Network</a> : \$25 / group visit. <a href="#">Deductible</a> does not apply.  |
|   | Inpatient services                               | 20% <a href="#">coinsurance</a>   | 30% <a href="#">coinsurance</a>                                   | <a href="#">Preauthorization</a> required, or not covered.  |
| If you are pregnant   | Office visits                                    | 20% <a href="#">coinsurance</a>   | 30% <a href="#">coinsurance</a>                                   | <a href="#">Cost sharing</a> does not apply for <a href="#">preventive services</a> . Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound.) |
|   | Childbirth/delivery professional services        | 20% <a href="#">coinsurance</a>   | 30% <a href="#">coinsurance</a>                                   | None  |
|   | Childbirth/delivery facility services            | 20% <a href="#">coinsurance</a>   | 30% <a href="#">coinsurance</a>                                   | None  |

| Common Medical Event  | Services You May Need                     | What You Will Pay In-network Provider (You will pay the least)   | What You Will Pay Out of network Provider (You will pay the most) | Limitations, Exceptions & Other Important Information  |
|---|---|--|---|--|
| <b>If you need help recovering or have other special health needs</b> | <a href="#">Home health care</a>          | 20% <a href="#">coinsurance</a>  | 30% <a href="#">coinsurance</a>                                   | Coverage is limited to 120 visits / year, across all tiers. <a href="#">Preauthorization</a> required, or not covered.   |
|   | <a href="#">Rehabilitation services</a>   | \$60 / visit (outpatient), <a href="#">deductible</a> does not apply. 20% <a href="#">coinsurance</a> (inpatient). | 30% <a href="#">coinsurance</a>                                   | Coverage is limited to 40 outpatient visits/ therapy/ year combining Occupational and Physical therapy, across all tiers. Speech therapy is limited to 40 outpatient visits/ therapy/ year, across all tiers. <a href="#">Preauthorization</a> required, or not covered. |
|   | <a href="#">Habilitation services</a>     | \$60 / visit (outpatient), <a href="#">deductible</a> does not apply. 20% <a href="#">coinsurance</a> (inpatient). | 30% <a href="#">coinsurance</a>                                   | Coverage is limited to 40 outpatient visits/ therapy/ year combining Occupational and Physical therapy, across all tiers. Speech therapy is limited to 40 outpatient visits/ therapy/ year, across all tiers. <a href="#">Preauthorization</a> required, or not covered. |
|   | <a href="#">Skilled nursing care</a>      | 20% <a href="#">coinsurance</a>  | 30% <a href="#">coinsurance</a>                                   | Coverage is limited to 150 days / year combined across all tiers. <a href="#">Preauthorization</a> required, or not covered.   |
|   | <a href="#">Durable medical equipment</a> | 20% <a href="#">coinsurance</a>  | 30% <a href="#">coinsurance</a>                                   | Coverage is limited to items on our <a href="#">DME formulary</a> . <a href="#">Preauthorization</a> required, or not covered.   |
|   | <a href="#">Hospice service</a>           | 20% <a href="#">coinsurance</a>  | 30% <a href="#">coinsurance</a>                                   | <a href="#">Preauthorization</a> required, or not covered.   |
| <b>If your child needs dental or eye care</b>                         | Children's eye exam                       | \$30 / visit for refractive exam, <a href="#">deductible</a> does not apply  | 30% <a href="#">coinsurance</a>                                   | Coverage is limited to one exam / year combined across all <a href="#">provider</a> tiers  |
|   | Children's glasses                        | No charge, <a href="#">deductible</a> does not apply   | No charge, <a href="#">deductible</a> does not apply              | Coverage is limited to one pair of lenses & collection frames or contact lenses / year for children up to age 18.  |
|   | Children's dental check-up                | No charge, <a href="#">deductible</a> does not apply   | No charge, <a href="#">deductible</a> does not apply              | Coverage is limited to one visit every 6 months. Members age 18 and younger Pediatric Dental embedded.   |

## Excluded Services & Other Covered Services:

|   |   |   |
|---|---|---|
| <b>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>.)</b> |   |   |
| <ul style="list-style-type: none"> <li>• Acupuncture</li> <li>• Bariatric surgery</li> <li>• Cosmetic surgery</li> <li>• Dental care (Adult)</li> </ul>   | <ul style="list-style-type: none"> <li>• Infertility treatment</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> |
| <b>Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <a href="#">plan</a> document.)</b>   |   |   |
| <ul style="list-style-type: none"> <li>• Chiropractic care (20 visit limit / year: Spinal Manipulation only)</li> </ul>   | <ul style="list-style-type: none"> <li>• Hearing aids (Under age 19: \$3,000 limit / ear / 48 months)</li> </ul>  | <ul style="list-style-type: none"> <li>• Routine eye care (Adult)</li> </ul>  |

**Your Rights to Continue Coverage:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is 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  | 1-888-865-5813 (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>                         |
| Georgia Department of Insurance  | 1-800-656-2298 or <a href="http://www.oci.ga.gov/">www.oci.ga.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 1-888-865-5813 (TTY: 711)

TAGALOG (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-888-865-5813 (TTY: 711)

CHINESE (中文): 如果需要中文的帮助，请拨打这个号码 1-888-865-5813 (TTY: 711)

NAVAJO (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-888-865-5813 (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 [plan's](#) overall [deductible](#) \$1,000
- [Specialist copayment](#) \$60
- Hospital (facility) [coinsurance](#) 20%
- Other (blood work) [copayment](#) \$0

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> |
| <b>In this example, Peg would pay:</b> |                 |
| <i>Cost Sharing</i>                    |                 |
| <a href="#">Deductibles</a>            | \$1,000         |
| <a href="#">Copayments</a>             | \$100           |
| <a href="#">Coinsurance</a>            | \$2,000         |
| <i>What isn't covered</i>              |                 |
| Limits or exclusions                   | \$50            |
| <b>The total Peg would pay is</b>      | <b>\$3,150</b>  |

**Managing Joe's Type 2 Diabetes**  
(a year of routine in-network care of a well-controlled condition)

- The [plan's](#) overall [deductible](#) \$1,000
- [Specialist copayment](#) \$60
- Hospital (facility) [coinsurance](#) 20%
- Other (blood work) [copayment](#) \$0

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>                    |                |
| <a href="#">Deductibles</a>            | \$250          |
| <a href="#">Copayments</a>             | \$1,300        |
| <a href="#">Coinsurance</a>            | \$0            |
| <i>What isn't covered</i>              |                |
| Limits or exclusions                   | \$0            |
| <b>The total Joe would pay is</b>      | <b>\$1,550</b> |

**Mia's Simple Fracture**  
(in-network emergency room visit and follow up care)

- The [plan's](#) overall [deductible](#) \$1,000
- [Specialist copayment](#) \$60
- Hospital (facility) [coinsurance](#) 20%
- Other (x-ray) [copayment](#) \$60

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>                    |                |
| <a href="#">Deductibles</a>            | \$400          |
| <a href="#">Copayments</a>             | \$1,500        |
| <a href="#">Coinsurance</a>            | \$0            |
| <i>What isn't covered</i>              |                |
| Limits or exclusions                   | \$0            |
| <b>The total Mia would pay is</b>      | <b>\$1,900</b> |

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



# NONDISCRIMINATION NOTICE

Kaiser Permanente Insurance Company (KPIC) complies with applicable federal civil rights law and does not discriminate on the basis of race, color, national origin, age, disability, or sex. KPIC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call **1-855-364-3185** (TTY: **711**)

If you believe that Kaiser Permanente Insurance Company 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 file a grievance by mail at: Customer Experience Department, Attn: KPIC Civil Rights Coordinator, Nine Piedmont Center, 3495 Piedmont Road, NE, Atlanta, GA 30305-1736, or by phone at Member Services: 1-855-364-3185.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, 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>.

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## HELP IN YOUR LANGUAGE

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call **1-855-364-3185** (TTY: **711**).

**አማርኛ (Amharic) ማሰታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-855-364-3185** (TTY: **711**).

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-855-364-3185** (TTY: **711**).

**中文 (Chinese) 注意:** 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-855-364-3185** (TTY: **711**)。

**فارسی (Farsi) توجه:** اگر به زبان فارسی صحبت می‌کنید، خدمات تسهیلات زبانی بصورت رایگان برای شما فراهم می‌باشد. با شماره **1-855-364-3185** (TTY: **711**) تماس بگیرید.

**Français (French) ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-855-364-3185** (TTY: **711**).

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-855-364-3185** (TTY: **711**).

**ગુજરાતી (Gujarati) સુચના:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-855-364-3185** (TTY: **711**).

**Kreyòl Ayisyen (Haitian Creole) ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-855-364-3185** (TTY: **711**).

**हिन्दी (Hindi) ध्यान दें:** यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-855-364-3185** (TTY: **711**) पर कॉल करें।

**日本語 (Japanese) 注意事項:** 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-855-364-3185 (TTY:711)** まで、お電話にてご連絡ください。

**한국어 (Korean) 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-855-364-3185 (TTY: 711)**번으로 전화해 주십시오.

**Naabeehó (Navajo) Díí baa akó nínízin:** Díí saad bee yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hóló, koji' hódíílnih **1-855-364-3185 (TTY: 711)**.

**Português (Portuguese) ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-855-364-3185 (TTY: 711)**.

**Русский (Russian) ВНИМАНИЕ:** если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-855-364-3185 (TTY: 711)**.

**Español (Spanish) ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-855-364-3185 (TTY: 711)**.

**Tagalog (Tagalog) PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-855-364-3185 (TTY: 711)**.

**Tiếng Việt (Vietnamese) CHÚ Ý:** Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-855-364-3185 (TTY: 711)**.